

## Handling of Client Money

Thistle Ledge is a member of UKALA.

UKALA members must publish their client money handling procedures on their website, as well as making copies available to customers upon request.

Thistle Ledge adheres to the Client Money Rules of Conduct, using the following procedures:

- All Client Money is held in a ring-fenced Client Money Account with Natwest Bank, an authorised bank.
- Thistle Ledge operates a Client Money Account into which all Client Money is paid.
- Thistle Ledge ensures that Client Money Accounts are designated as such and are easily distinguished from any other account.
- We have confirmed in writing with the bank holding the Client Money Account that the bank acknowledges that monies in the Client Money Account must not be combined with, or transferred to, any other account maintained by the Firm, and the bank shall not be entitled to exercise any right of set off or counterclaim against the money in that Client Money Account in respect of any sum owed to it in respect of any other account of the firm.
- Records and accounts are retained which show all dealings with Client Money and demonstrate that all Client Money held by the Firm is held in a Client Money Account.
- Thistle Ledge publishes its procedures for handling Client Money on our website
- Thistle Ledge provides copies of our procedures for handling Client Money to any person who may reasonably require a copy, free of charge.
- Records are retained which provide a history of all dealings with Client Money.
- Client Money is repaid without delay if there is no longer any requirement to retain that money.
- Client Money is repaid to the client upon request
- Thistle Ledge holds appropriate Professional Indemnity insurance cover