agreement & fee structure between Charne van der Walt of lemons into lemonade **and client**

This is an agreement between Lemons into Lemonade Financial Planners CC (CK2002/000421/23), or referred to as "Lemons" (herein represented by Henriette Charne van der Walt) and the client :

FULL NAMES & SURNAME OF CLIENT (or REPRESENTATIVE OF BUSINESS)

with ID NUMBER

BUSINESS NAME & REGISTRATION NUMBER (Only CC's, Companies & Trusts)

By signing this document & fee structure, you acknowledge that you :
(1) have read this document, accept its content and declare your intention to make use of these services;
(2) have noted the work methods and working hours set out herein, and agree to honour it;
(3) will honour & pay invoices sent to you;
(4) are of a sound mind & able to enter into this agreement; and
(5) will adhere to FICA requirements when it's requested (FICA is proof of : identity, address and tax details).
(6) can, when the need arises, cancel this agreement (in writing) if you have no outstanding invoices with Lemons.

Credit Score Section (compulsory) :

Monthly salary income (before tax) or if you own a business, the turnover p.m.	R
Please mark "Yes/No" on the following questions :	
(1) Have you ever been for Debt Counselling? (Yes/No)	
(2) Have you ever entered into a Debt Review contract? (Yes/No)	
(3) Have you ever been declared insolvent? (Yes/No)	
If yes, have you been rehabilitated? (Yes/No)	

If yes, please provide me with a copy of the rehabilitation notice

If any of the above questions (1) to (3) are "Yes", please provide the following information :

Name of Debt Counsellor/Company	
Total current retail and credit card debt	R
Current monthly payment on retail and credit card debt	R

Note that if your credit score is not acceptable, or where you do not pay accounts regularly, I will move clients over to a credit system (client first pays for an hour or two, and then I do work until your credit is depleted).

Other information :	I have a Will.	Yes	No

Note that even without any substantial assets, you need a will in SA if you have a bank account and/or tax number. With substantial assets (over R250,000) or if you own a business, a Will is necessary so that the State does not appoint an executor (person executing your Will) on your spouse's or family's behalf which is best avoided.

I have a tax number in	South Africa (SA)	Yes	No
	In another country than SA	Yes	No

At the date of signing this agreement, I am interested in (type of services) :

Tax and/or bookkeeping services	Broker (Life & Disability Insurance)
Broker (Short Term house/car Insurance)	Medical Aid & Gap Cover
General financial advice and/or 2nd opinion	Investments including Retirement Annuities
Other :	Other :

agreement & fee structure
Lemons into Lemonade
and client

index & professional licences

Index of this agreement

Tax Clients : Additional documentation to be signed later on

(1) A once-off Tax Agreement.
(2) Each year you will complete/sign two documents : (a) a Power of Attorney (consent for me to submit your tax returns on your behalf) plus (b) a Tax Questionaire.
(3) If you are a registered eFiling user, I will require your eFiling username & password. Normally I suggest "Shared Access" which means I transfer your eFiling to mine but you still have full access via your own login details.

Details of Professional Licences & Membership

My role is …
to provide you with sufficient information so that you can make an informed decision about your tax and financial affairs.
Your role is …
to take responsibility for your finances and tax affairs with the help of a professional.

(1) FINANCIAL PLANNING LICENCE

Financial Sector Conduct Authority (FSCA)
(previously known as the Financial Services Board)

Financial Services Provider (FSP)
Number 16213 (South Africa)

Category Reference on FSP's Licence	Category Name	Registered for Advice	Registered for Intermediary (Selling policies)
1.1	Long Term	Yes	Yes
1.2	Short Term	Yes	Yes
1.3	Long Term	Yes	Yes
1.4	Long Term	Yes	Yes
1.5	Pension	Yes	Yes
1.6	Short Term	Yes	Yes
1.7	Pension	Yes	Yes
1.14	CIS*	Yes	Yes
1.18	Short Term Deposits	Yes	No (Banks provide this)

**CIS = Collective Investment Schemes (Unit Trust Investments)*

Basically I can provide you with advice and products on life & disability insurance (including trauma/dread disease cover); tax free or unit trust investments as well as retirement annuity investments, lump sum pension and provident fund benefits (for retirement monies). I cannot sell you direct shares (only a share broker can) or give any advice on direct shares or its administration. If you want advice on medical aid, gap cover and short term services, I refer you to service providers that I have longstanding business relationships and agreements with.

(2) TAX LICENCE

South African Tax Institute for Tax Professionals (SAIT)
South African Revenue Service

Tax Technician™ 19208746
Tax Practitioner PR1193813

CLIENT AND HC VAN DER WALT TO INITIAL HERE ………………………………

disclosure to client
in terms of FAIS legislation
from 1 april 2018
lemons into lemonade

Introduction

Lemons into Lemonade Financial Planners CC is an Authorised Financial Services Provider with the Financial Sector Conduct Authority (FSCA), previously known as FSB (Financial Services Board, South Africa) to provide clients with advice and financial products in certain licence categories.

Charné van der Walt is also a Registered Tax Practitioner with SARS and The South African Institute of Tax Professionals (SAIT) as a General Tax Practitioner/Tax Technician which entitles me to be a Commissioner of Oaths.

These institutions (FSCA, SAIT & SARS) require me to adhere to Professional Code of Conducts which is incorporated with all my administrative procedures and communications. Work on email is encouraged as it serves as written records.

Due to strict record keeping requirements, clients will be required to sign certain documentation after advice has been received from me (the content of which is subject to the client's approval). When in force, my office will adhere to the new POPI legislation.

I am also, in terms of legislation, obliged to make known certain information about my business to prospective clients, namely :

The Business (the "Provider")

Lemons into Lemonade Financial Planners CC started in November 2001. It was registered as a Close Corporation in 2002 with CIPC (South Africa) with registration number CK2002/000421/23). Charné van der Walt is the only CC member. The business is based in Stellenbosch since its inception and is registered to provide financial services only in certain categories.

The Advisor (the "Representative")

Charné is the only Representative who can give advice. I have been in the financial & tax industry full time since the early nineties. A short CV is available on the website at www.lemons.co.za.

Fees

I charge a fee per hour for work done and/or advice given. Certain products have fixed prices (see rest of the fee structure). An hourly fee is charged as opposed to fixed prices because the same task can take quicker or longer depending on the client's questions, understanding of tax and financial terms, the detail the client wants (or needs) to ensure that the advice is given and received correctly, and it also depends on what part of the work I do and what part the client does. The business is registered for VAT with SARS (VAT number 4800 276 604). Certain fees like CIPC fees are exempt from VAT.

Renumeration

Neither the business nor Charné has a shareholding of more than 10% in any product provider (whose products I offer to clients). The business has earned more than 30% of its commission earnings from Momentum Life, but the main source of income of the business is derived from professional fees. The business has broker agreements with Momentum Life, FMI (Bidvest) & Allan Gray. I have a contract with RBS Brokers for all short term (personal and commercial/business) policies. Medical Aid enquiries are referred to MedQuote.

Financial Advisor and Tax Advisor

If you approach me as Tax Advisor, I encourage you to use my brokerage services too. It ensures comprehensive advice. However, please feel free to stay with your broker if you have a solid and good long term relationship with him/her. I'm always available for a 2nd opinion.

Professional Indemnity & Complaints

In order to protect clients, the business holds professional indemnity insurance of R1million. Fees and commissions are disclosed to the client (fees in this document and commission on the quotes that clients sign). Should the client feel dissatisfied with any services rendered, please lodge a complaint in writing as the business must follow a certain complaints procedure in terms of legislation. Please send a copy of the complaint to info@lemons.co.za and the original to PO Box 12782 Die Boord 7613 via registered mail. If this complaint is not resolved, you are welcome to contact the relevant Ombudsman.

CLIENT AND HC VAN DER WALT TO INITIAL HERE ………………………………

introduction to fee structure & administration
from 1 april 2018
lemons into lemonade

1. PRIMARY FOCUS OF SERVICES

My services focus on "lemon" areas … where the client requires guidance on services such as Wills; correct life assurance; retirement provision; income and other tax work ranging from eFiling to keeping bookkeeping records up to date as well as budget planning & determining your short and long term financial goals. **Services are mainly offered via email.**

2. HOURLY FEE

My hourly fee is R 608,70 excl VAT, which is R 700,00 incl VAT

This fee is charged for **all work done on email** plus **telephonic appointments between 2pm and 6pm.**

Note that I spend considerable time on legal reading & research to stay up to date and this is included in the fee.

Lemons is registered for VAT and it is charged at the current official VAT rate of : 15%

3. NEW CLIENTS

If you are new to my services and not sure whether you want to join as a client permanently, I suggest payment of 2 hours of the hourly fee as deposit, for which I do work via email (unused balances will be paid back). If thereafter you decide to join as a permanent client, then a once-off new-client admin fee will be charged of R 276,00 incl VAT

4. TIMESHEETS & INVOICES

- My services are, in principle, C.O.D. (Cash on Delivery) meaning that invoices are to be paid immediately.
- Monthly invoices (with the timesheet) are sent out on the last day of the month or the first few days of the new month.
- Time is strictly charged by the minute (it's not to be petty but to be honest & transparant about time spent on enquiries).
- My fees are very reasonable in terms of my knowledge, experience, general financial insight and work/typing speed.

5. EARLY PAYMENT DISCOUNT & PAYMENT ARRANGEMENTS

- My hourly fee includes discount. You have to pay the invoice within ±2 weeks to enjoy this discount.
- **I encourage clients to pay their full invoices immediately and make their own credit arrangements.**
- If you cannot pay the full invoice, contact me immediately after receiving it to make an arrangement.
- When a client repeatedly ignores invoices or make late payments without arrangements, clients will be moved over to a credit system (first pay a deposit worth 2 or 3 hours after which I continue to work on your file).

6. PAYMENT OPTIONS

- Please pay via EFT. (Paypal and Credit card facilities are not available.)
- If you pay later than the discount date and had no arrangement, please pay the non-discount amount.
- I prefer not to receive cheque/cash payments. If you pay by cheque and want to enjoy discount, it must be cleared by the discount date. If you pay by cash into my bank account, the additional banking fees will be charged on your next invoice.

7. FACE-TO-FACE APPOINTMENTS (STELLENBOSCH)

- Although my services are mainly offered via email, face-to-face appointments are available weekdays 2pm to 6pm.
- A minimum of 1 hour will be charged.
- There are options to see me between 10am and 2pm but they cost more because I keep mornings open for admin work.
- **Hourly fee for appointments between 2 and 6pm : R 800,00 + VAT.**
- Although I make all appointments at my office, sometimes we need to meet with your auditor or attorney, then additional fees are charged. Please request a quote from my office.
- Due to the fact that I make a fixed number of appointments a week, a cancellation fee is levied for late cancellations within 24 hours of the appointment (excluding emergencies) R 280,00 + VAT.

8. DOCUMENT DELIVERIES

- Email all documents (no dropbox or other links) to me (emails form part of my record keeping requirements).
- Keep emails to 10MB each and individual documents for my records to 3MB but SARS documents must be below 2MB.
- Post original documents to PO Box 12782, Die Boord, 7613 and let me know when posted (with tracking number, if any).
- Postnet options are available at an extra charge since this is logistically not an easy stop for me.

CLIENT AND HC VAN DER WALT TO INITIAL HERE ………………………………

9. CANCELLATION OF LEMONS AGREEMENT

- Clients are welcome to cancel this agreement at any time, provided that all arrear invoices are paid.
- I will consider cancellation of this agreement in the following scenario's :
  * When a client has repeatedly missed payment deadlines or ignored invoices without making arrangements.
  * If clients are willfully dishonest about personal and income information on tax returns or life/disability application forms.
  * If clients continually criticise the manner in which I provide my services (e.g. a fee is charged, email work is encouraged).
  * When the client makes me feel personally threatened, criticized, bullied or continuously treated with disrespect.
  * When I'm regularly exposed to either excessive swearing and/or inappropriate comments/below the belt jokes.
- Services are also cancelled when clients do not accept normal tax rules/regulations that I have to adhere to.

10. WILLS , TRUSTS & CONTRACT FEES

- Trusts	Obtain quote from my office as this service is outsourced depending on your situation.		
- New Wills	Hourly fee + a once-off administration fee of	R 350,00	+ VAT.
- Changes to Wills	That I originally drafted :	Only the hourly fee for changes and no admin fee.	
	That I did not originally draft :	I require a copy of your current Will to be able to quote you.	
- Contract fees	The hourly fee is charged plus a once-off fixed fee that depends on the complexity of the agreement which varies between	R380,00 to R500,00	+ VAT.
	(I do basic loan or partnership agreements as part of my tax service offerings.)		

11. FREE SERVICES OR SERVICES CHARGED AT LOWER/GROUP RATE

- Free summary of your investments and policies if I am your broker. (The advice made thereafter, is however charged.)
- Quotes on insurance policies are free of charge. Due to my analytical & strategic nature, quotes are done with great care.
- Some services where I have to do extensive legal reading will be offered as "research" and not billed to your account.
- Workshops for small groups are available (please request a quote from my office).

12. COMPANY OR CLOSE CORPORATION FEES (CIPC RELATED)

Please obtain a quote from my office for the following :

- New Company registrations (quotes are available with/without advice and with/without shareholding certificates and include one set of name reservation).
- Changes to existing CC's or Companies (including address changes).
- Re-instatement or Deregistration of CC's and companies.
- Copies of Registration documents.
- Facilitate meetings between business partners and/or assistance with setting up Resolutions for partners.
- Practical training and advice sessions are offered to anyone involved in a Company (for example): when it's time to register a Company; how a Company must be administered; what the tax implications are if you operate from a company; etc.

Fixed Fees :

- Name reservations (on its own or as a 2nd set with a new company registration) : R 280,00 + VAT.
- Annual Return (AR) fee R 450,00 + VAT, plus the CIPC fee.
  The CIPC fee varies between R100 and R450, excluding penalties for late submission).
- Formal disclosure (CIPC) to confirm the status of a business or the tax number R 120,00 (no VAT)

13. FINANCIAL STATEMENTS OR MANAGEMENT ACCOUNTS

Once off **admin fee** per year or per set of statements :

- Not signed off by accountant	R 280,00	+ VAT.
- Signed off by accountant	R 367,00	+ VAT.

For the actual Financial Statements for CC's, Companies, Trust & Sole Proprietors, my hourly fee is charged.

14. ANNUAL INCOME TAX RETURN FEES

Individuals

1 Admin fee	(If Charné is not your broker.)	R	150,00	+ VAT.
2 Plus : Base fee		R	500,00	+ VAT.
3 Plus : Items		R	80,00	+ VAT.

An "item" means every type of entry that is made on the tax return. For example salary income; interest income; dividend income; rental income; business income; business expenses; balance sheet; investment info etc. each counts as an item.

4 Plus : Audit/Objection	Hourly fee plus admin fee of	R	150,00	+ VAT.

Turnover Tax

1st return	R	850,00	+ VAT.
2nd return etc.	R	750,00	+ VAT.

Companies, Close Corporations and Trusts

Fixed fee per annual income tax return	R	800,00	+ VAT.

15. PROVISIONAL TAX RETURNS

If you are a business owner or earn interest or rental income over a certain annual limit, then you must register with SARS as a provisional tax payer and submit **two** additional six-monthly returns in Aug / Feb of each year.

Fixed fee (per return, charged twice a year) R 250,00 + VAT. This fee includes the submission of the return but the calculations and communication with the client is charged separately by the hour.

16. OTHER TAX FEES

Tax Registrations/Deregistrations

Registrations at a SARS branch :

VAT or PAYE Please request a quote from my office.

Registrations/deregistrations done via courier and/or email :

Turnover Tax		R	1 000,00	+ VAT.
eFiling Registration	Hourly fee plus admin fee of	R	180,00	+ VAT.
Tax deregistrations	Hourly fee plus admin fee of	R	180,00	+ VAT.

Other tax fees

VAT Return	R	180,00	+ VAT, per return (6 or 12 a year).
Dividend Withholding Tax Return	R	180,00	+ VAT, per return (ad hoc).
PAYE (employee tax) return	R	180,00	+ VAT, per return, monthly.
PAYE recon (compulsory) easyFile	Quote per client		per return, every six months.

Client Tax Admin Fees (in addition to normal time charged)

- Additional individual reminders (where clients don't send info by deadlines)	R	35,00	+ VAT.
- Where clients make SARS payments not using the references I gave	R	80,00	+ VAT.

Tax Certificates, Confirmation Letters and UIF related

			Includes VAT	
Tax Clearance Certificate		R	217,00	+ VAT.
Confirmation of Income or BEE letter	1st letter	R	280,00	+ VAT.
	2nd letter etc.	R	180,00	+ VAT.
UIF Returns per month - Fixed Cost per month	For PAYE/UIF clients	R	65,00	+ VAT.
	For other clients	R	100,00	+ VAT.
UIF Registration (once off admin fee for registration, forms/obtain number)		R	450,00	+ VAT.

CLIENT AND HC VAN DER WALT TO INITIAL HERE ....

declaration by ...
Lemons into lemonade & client
agreement on professional fees
basis of agreement

Declaration made by Henriette Charne van der Walt for Lemons into Lemonade :

1 I undertake to, at all times, provide the service to the client with due care, skill and diligence; keep all information confidential unless required to disclose such information in order to effectively render the services required by the client (but with the client's written consent); submit all enquiries/instructions timeously and to follow the administrative procedures in a professional manner; and to give my best attention and experience to each scenario of advice, whatever the situation.
2 I will receive any complaint that the client may have in respect of any part of the advice and undertake to deal with it timeously.
3 I will, to the best of my ability, prepare a SPR (Succession Planning Report) so that there are procedures in place for clients, should I pass away or become medically unfit to run this practice, whether permanently or partially.
4 I endeavour to keep fee increases reasonable and aim to only increase fees to accommodate annual inflation; increases in office or operational costs and/or increase in skill & competence level including the increase in volume work done per hour.
5 I declare that hourly fees are my main source of income and that prompt payment on invoices is therefore necessary for me to continue the above service levels.
6 I will do all in my power to keep client records safe, endeavour to make backups regularly and will give the necessary attention continuously to the security of my office.
7 I reserve the final right of admission of clients, consultants and/or any interested parties to my office.
8 I will be fairly easily reachable via email during the week in working hours, will use Out of Office messages when out for more than 2 working days and will communicate to clients leave of longer than 4 working days at least a week prior to the leave.

Declaration made by the Client :

1 I accept the fee structure and am accepting personal responsibility for payment and surety for any accounts in terms of this fee structure, including any legal costs should I not pay my bills. I understand that I may, in some circumstances, be required to pay a deposit before services commence and I must pay my invoices within two weeks after receiving it.
2 I understand that fees will increase from time to time and that it is my choice to then continue with this agreement, subject to my invoices being paid up to date.
3 I accept that Charné works under legislation and that she is required to communicate certain information to me whether I requested the information or not, but where she is obliged to disclose possible consequences of my decision. I also confirm that Charné has informed me that she works under various professional Codes of Conduct and that I can report her should it be my view that she was not operating with the necessary honesty & integrity.
4 I accept that it remains my responsibility to ensure my financial, bookkeeping & tax affairs are in order and that I must keep records of my policy and tax documents for unlimited periods of time (not just for the standard 5 years). I also confirm that I will have my tax number accessible at all times, should Charné not be immediately available.
5 I confirm that I will read all newsletters sent to me as advice given to me is provided within the framework of the newsletters. I take note that Lemons will not send more than one newsletter a month (or less).
6 I confirm that I will send all instructions to Charné on email, not on whatsapp or sms and where necessary, appointments will be made for a specific date and time either via telephone or as a face-to-face meeting.
7 I will respond to emails sent to me by Charné to request information and documents within at least a month after it was sent.
8 I will not send Charne password protected documents, secured documents or photos when documents are requested and send it to her in the relevant format she has requested it in.

No electronic signature unless
it looks like your actual signature on paper.

Date	Signed by Client
Date	Signed by Charné vd Walt

FICA and other
Lemons into lemonade & client
documents & info required
contact details & documents required

1 Documents required by The Lemon Lady

Format of documents

- No photographs	Documents are saved electronically but sometimes in hard copy. Photographs are not ink friendly.
- Limit documents' size	If possible, limit each document to 3MB (for SARS, documents must be less than 2MB).
- Limit email size	If possible, limit each email to 10MB.
- No web links	Send documents as attachments (these emails form part of my minimum record requirement).
- Re-scan documents	If the document shows as "Secured" or if it's password protected, please re-scan the document.
- Admin fee	If I re-scan documents, an admin fee is charged of R 35,00 + VAT

Please send me the following list of documents

a	Fee Agreement	This document, fully completed on page 1, initialled on all pages & full signature on page 7 No electronic signature unless it looks like your actual signature on paper
b	ID document	Clear photograph, not certified ID books : both pages (as it lies open on scanner), nowhere cut off on sides (life-size) ID smart card : enlarge the card, copy both sides
c	Proof of Address	Not older than 3 months. For example : Municipal or formal levy accounts Rental agreements not older than 1 year (formal agreement from estate or rental agency only) Municipal or formal Levy accounts Vodacom or Telkom accounts Short Term Insurance documents in client's name (Note : Bank statements are not viewed as proof of address)
d	Proof of Tax Number	Formal SARS document e.g. IRP5 or previous year's assessment Statement of Account (eFiling) not older than 3 months or, if you have eFiling details, you can also give that to me to obtain the above
e	If employed	Latest salary slip
f	If self-employed	Copy of business registration documents (if CC or Company), if any

2 Information required by The Lemon Lady if you continue on as a permanent client

Please send me the following on Word or an email :

Nickname	If different from name(s) on ID
Marital Status	If married, state how (in/out of community, with/without accrual)
Contact numbers	Mobile Number and if any, a Telkom number
Emergency Contact	Give person's name, surname, relationship, mobile number and email address (this person will not be contacted unless it's truly an emergency)
Employer Details	Name of employer, years with employer (if less than 2 years, previous details) plus salary slip
If Self-Employed	Describe your business focus, when you started the business and how you operate (e.g. Sole Proprietor, Partnership or Company) and mention if business has VAT or PAYE tax number
Personal Assets	Give a short description on what you own and owe on it (e.g. house value, bond amount, car, shares, other investments, unit trusts, policies etc) This gives me a general view or your financial situation for when I give financial or tax advice
Personal Debt	Give a short description on what debt you have (e.g. retail accounts, credit cards, bond)
If a Tax client	eFiling details Whether your taxes are up to date or not (or if you're not sure) Details of Tax Practitioner : Name/contact email address Reason why you are leaving your current Tax Practitioner Whether you owe your previous Tax Practitioner any monies

No signatures required on this page.