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

This agreement can be cancelled at any time (provided the client has no outstanding invoices with Lemons).

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

with ID NUMBER

BUSINESS NAME

BUSINESS REGISTRATION NUMBER (only CC's, Companies and Trusts)

By signing this document & fee structure, you acknowledge that :

- *you have read this document, accept its content and want to become a Lemons client;*
- *you have noted my work methods, working hours & will honour & pay invoices I send to you; and*
- *you are of a sound mind & able to enter into this agreement.*

Please complete the following questions :

Have you ever been for Debt Couselling? (Yes/No)	
Have you ever signed a Debt Review contract? (Yes/No)	
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

What is your average monthly income before tax or sales per month?	R
What is your total debt (excluding vehicles and property)?	R
What do you pay on debt per month (excluding vehicles and property)?	R

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

I have a Will. (Yes/No)	
I have a will and would like you to check if my Will is valid and in order. (Yes/No)	
I do not have a Will and I would like a quote. (Yes/No)	
I do not have a Will and do not want one. (Yes/No)	

Note that even if you are single or do not own any assets, if you have a bank account and/or a SA tax number, it is advisable to have a Will so that the state does not appoint an executor on your spouse's or family's behalf.

I have a tax number in another country namely in

I acknowledge that I will adhere to the FICA requirements of the Lemons office.
(FICA = ID copy, proof of address and proof of tax number.)

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

agreement & fee structure
Lemons into Lemonade
and client

index & professional licences

Index of this agreement

Note to all Tax Clients : You will be required to sign a Tax Agreement (to follow), which is a once-off agreement. Each year you will complete/sign a Power of Attorney in order for me to complete tax returns on your behalf. You will also sign a Tax Questionaire eacy year.
If you are a registered eFiling user, I will require access to your account.

Details of Professional Licences & Membership

FSB LICENCE (FINANCIAL SERVICES BOARD)
Registration 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 sell you any life & disability insurance (including trauma or dread disease cover) and 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) and I outsource medical aid and short term services.

SAIT LICENCE ("SOUTH AFRICAN TAX INSTITUTE FOR TAX PROFESSIONALS")
Registration Number 19208746 (South Africa), SAIT Tax Technician™

SARS REGISTRATION ("SOUTH AFRICAN REVENUE SERVICE")
Registration Number PR1193813 (South Africa)
SARS requires Tax Practitioners to register to give tax advice & have access to eFiling functions on behalf of their clients.

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.

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

disclosure to client
in terms of FAIS legislation
from 1 march 2016
lemons into lemonade

Lemons into Lemonade Financial Planners CC is an Authorised Financial Services Provider with the FSB (Financial Services Board, South Africa) to provide clients with advice and financial products.

I am a Registered Tax Practitioner with SARS and The South African Institute of Tax Professionals (SAIT) as a General Tax Practitioner. I am also a registered Commissioner of Oaths.

Both of these institutions (FSB & SAIT) require me to adhere to a professional Code of Conduct which is incorporated with all administrative procedures and communications. Work on email is encouraged as it serves as written records.

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

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 member. The business is based in Stellenbosch and is registered to provide financial services only in certain categories (mentioned later).

The Advisor (the "Representative")
Charné is the only Representative who can give advice. I have been in the financial & tax industry full time since 1992. A short CV is available on the website at www.lemons.co.za.

Hourly 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 Fees (the "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. Please request a list of medical aids and gap cover products that I have available, via email.

Financial Advisor and Tax Advisor
If you approach me as Tax Advisor, I encourage you to also use my broker services. It ensures comprehensive advice and my commission earnings strongly influence (lower) my hourly fee.

Professional Indemnity & Complaints
In order to protect clients, the business holds professional indemnity insurance of R1million. Fees and commissions are disclosed to the client. 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 it to info@lemons.co.za or to PO Box 12782 Die Boord 7613. If this complaint is not resolved, you are welcome to contact the relevant Ombudsman.

Record Keeping & POPI (Protection of Personal Information Act)
Due to strict record keeping requirements, clients will be required to sign certain documentation after advice was 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.

VAT Registered
This business is registered for VAT with SARS (VAT number 4800 276 604).

introduction to fee structure
& administration
from 1 march 2016
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.

Face-to-face appointments are available, but my services are mainly offered via email. If you prefer face-to-face contact in the long term, the way in which I offer my services will not work for you.

1. HOURLY FEE

My hourly fee is R 575,00 + VAT
(Note that I spend considerable time on legal reading, research & practice development which are included in the hourly fee.)
For new clients, a once-off administration fee of R 210,00 + VAT is charged.

2. HOW ARE FEES CHARGED?

- Detailed time sheets are kept, not to be petty about charging per minute but for me to be fully transparent and honest about the time I spent on your file/enquiry.
- My fees are very reasonable in terms of my knowledge, experience, general financial knowledge and work speed.

3. INVOICES & EARLY PAYMENT DISCOUNT

- My services are, in principle, C.O.D. (Cash on Delivery). For practical reasons, invoices are issued monthly.
- My hourly fee includes a payment discount which means that you have to pay the account within 2 to 3 weeks to enjoy full "early payment discount" (the invoice will clearly mention the date until which this discount is applicable).
- I encourage clients to pay their full invoices and make their own credit arrangements.
- If you cannot pay the full invoice when you receive it, contact me within a week of receiving the invoice.
- Payment options will be available on "big" work & I may make certain concessions where commission is earned on life and disability policies. No concessions are made on monthly investments as I only take a third of the normal amount of commission.

4. PAYMENT

- Please pay via EFT. (Paypal and Credit card facilities are not available.)
- If you pay by cheque, please pay it in early so that the cheque clears in my account by the relevant discount date.
- If you pay cash, please add R25.00 to the invoice amount.

5. APPOINTMENTS

- Appointments are only available weekdays between 10am and 6pm at my office in Stellenbosch.

- Hourly fees for Face-to-face appointments :	Mornings 10am to 2pm	R	1 150,00	+VAT
	Afternoons 2pm to 6pm	R	750,00	+VAT
- Hourly fees for telephonic appointments :	Mornings 10am to 2pm	R	750,00	+VAT
	Afternoons 2pm to 6pm	R	575,00	+VAT

- For meetings outside my office (e.g. your attorney), travel time is charged at R 575,00 +VAT per hour and an additional fixed cost of R 575,00 is charged (excluding VAT).
- Due to the fact that I only make a fixed number of appointments a week, a cancellation fee is charged for any cancellations within 24 hours of the appointment (excluding emergencies) of R 250,00 +VAT

6. DOCUMENT DELIVERIES

- Please email all documents. (Keep in mind the size of the documents or the email.)
- Where original documents are required, post it to PO Box 12782 Die Boord 7613 (with or without tracking number).
- Where I post documents, the courier or registered mail cost is added to your invoice.

7. WHEN WILL DISCOUNT ON INVOICES OR AGREEMENTS WITH LEMONS BE CANCELLED?

- When a client has repeatedly missed payment deadlines.
- Work is cancelled if clients want me to be dishonest on tax returns, when clients are found to be dishonest about income and health declarations, when I feel threatened or am bullied, verbally insulted or personally criticised for the manner in which I choose to present my services (including the fact that this is primarily an email practice).
- Services are also cancelled when clients do not accept normal tax rules/regulations.

8. 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	280,00	+VAT
- Changes to Wills	For changes to a will drafted via my office, only the hourly fee for changes and no admin fee.			
- External wills	For changes to a will that I have not drafted, I require a copy of current will to quote you.			
- Contract fees	The hourly fee is charged plus a once-off fixed fee that will depend on the complexity of the agreemen which varies between R280,00 to R400,00 +VAT (I do basic loan agreements; partnership agreements; etc.)			

9. FREE SERVICES OR CHARGED AT LOWER RATE

- Free summary of your investments and policies if I am your broker.
- Quotes on insurance policies are free of charge - I'm both analytical & strategic and quotes are therefore thorough.
- Some services will be offered as "research" and not billed to your account.

10. COMPANY OR CC FEES (CIPC RELATED)

Please obtain a quote from my office for the following :

- New Company registrations (quotes are available with/without advice/shareholding certificates and it includes one set of name reservations).
- Name reservations (2nd set with name changes or new company registration) : R 200,00 + VAT
- Changes to existing CC's or Companies (including address changes).
- Deregistration of CC's and companies.
- Copies of registration documents and/or Resolutions.

- Annual Return (AR) fees are charged at a rate of R 425,00 + VAT, plus the CIPC fee (which varies between R100 and R450, excluding penalties for late submission).
- Practical training sessions are also offered on (for example): when it's time to register a Company; how a Company must be administered; what the tax implications are; etc.

11. INCOME TAX RETURN FEES

Annual Returns

Admin fee per tax return	R	120,00	+ VAT	(If Charné is not your broker.)
Base fee per tax audit	R	120,00	+ VAT	
Base fee per tax return	R	470,00	+ VAT	
Per item* on tax return	R	75,00	+ VAT	

*Every type of entry (e.g. salary income, interest income, dividend income, rental income; business income; business expenses etc.) counts as one item (note that business income and business expenses each count as one separate item). Included in the fees above are : Submitting return; checking ITA34 received from SARS for errors.

Provisional tax returns — Fixed fee (per return) R 200,00 + VAT
(submitted every 6 months if you're a business owner or earn other income than salary)
Fee includes submittance of return but excludes time per hour for tax calculations.

12. OTHER FEES (TAX RELATED)

VAT is charged on all the fees listed below

SARS Audits and/or Notice of Objections (NOO's).

Apart from admin fee (refer to no.11), the hourly fee applies.

Financial Statements

R	225,00	Once off admin fee per set of statements (apart from time worked on financials at hourly fee).
Request Quote		Statements for CC's & Companies to be signed off by an Accountant.
Request Quote		Trusts and Sole Proprietors (I do these financial statements & supply income confirmations).

Tax Registrations and Tax Returns other than Income Tax Returns

R	750,00	Income Tax Return for Trusts (once off admin fee plus time worked on statements at hourly fee).		
Request Quote		Income tax registration done at a SARS branch.		
R	900,00	Turnover Tax	Registration	
R	775,00	Turnover Tax	Income Tax Return	1st
R	700,00	Turnover Tax	Income Tax Return	2nd and onwards
R	170,00	PAYE/UIF tax returns	Fixed fee p.m. R155 (base fee) + R50 p.m. per employee.	
Request Quote		PAYE/UIF recons	Done every 6 months.	
R	170,00	VAT Return (per month).		
R	155,00	Dividend Withholding Tax Return (per month).		
Request Quote		PAYE/UIF and VAT registrations done at a SARS branch.		

SARS communication & client reminders

SARS Branch Visits	Please request a quote from me. I can visit a SARS branch for 2 clients at a time. Travel time and an admin fee is charged per visit. Visits are made one month in advance.
SARS calls	Done at my normal rate/hour. I do try and "bulk" client enquiries to save costs for clients.
Free tax reminders	Standard emails are sent to clients from time to time with what information I need by what date.
Additional Reminders	Sent if clients did not send information by final date required and/or 3rd reminders etc.
	R 25,00 Cost per reminder

Tax Certificates and/or Confirmation Letters

R	200,00	Tax Clearance Certificate	
Request Quote		Offshore Investment Tax Clearance Certificate	
R	250,00	Confirmation of Income	1st
R	140,00	Confirmation of Income	2nd and onwards
R	250,00	BEE certificate/letter	1st
R	120,00	BEE certificate/letter	2nd and onwards

UIF related

R	65,00	Fixed Cost for PAYE/UIF clients
R	100,00	Fixed Cost p.m. for other clients
R	350,00	Registration (once off admin fee includes registration, obtain number & registration form).

Workshops

At a client's request or as the need arises within my client base, workshops for small groups are available.
Future workshops are considered should the need call for it.

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

Declaration by 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 in terms of its internal complaints procedures, available upon request.
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 permanentely 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 aim to be available in working hours (week days) but will communicate leave of longer than 4 working days via newsletters.

Declaration by Client :

1 I accept the fee structure and am personally accepting personal surety for any accounts in terms of this fee structure, including any legal costs should I not pay my bills. I accept the fact that payment of the invoices is my responsibility. I understand that I may, in some circumstances, be required to pay a deposit before services commence. I acknowledge that the terms for invoice payments are 30 days but that I can only enjoy discount for a limited period of time as indicated on the invoice.
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.
5 I confirm that I will read all newsletters sent to me as advice given to me is provided within the framework of these notices. I take note that Lemons will only send about 6 to 8 newsletters a year.
6 I confirm that I will send instructions to Charné on email, not on whatsapp or sms.
7 I confirm that I will have my tax number accessible at all times, should Charné not be immediately available.
8 I will not send Charne password protected documents, secured documents or photos when documents are requested.

*** No electronic signatures**

Date	Signed by Client
Date	Signed by Charné vd Walt

addendum
Lemons into lemonade & client
client contact details & info
contact details & documents required

1 Documents required by The Lemon Lady

- No photographs	Documents are saved both electronically and in hard copies - photographs are not ink-friendly
- Limit documents' size	If possible, limit each document to 1,8MB, and limit emails to 8MB

- No web links, please send documents as attachments (emails with documents attached form part of my records)
- No password protected or "Secured" documents - re-scan them if necessary

List of documents

a Fee Agreement	This document, fully completed on page 1 and signed on all pages No electronic signatures
b ID document	Clear photograph, not certified ID books : both pages (as it lies open on scanner), nowhere cut off on sides ID smart card : 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

2 Information required by The Lemon Lady

Please send me the following on Word or an email :

Nickname	If different from names on ID
Marital Status	If married, state how (in/out of community, with/without accrual)
Contact numbers	Mobile Number Telkom Number (if any)
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, give previous details), last salary slip and/or cost to company schedule
If Self-Employed	Describe your business focus; when it started and your average income per month; whether you are a Sole Proprietor, in a Partnership or have a Company (also mention if you have any VAT or PAYE/employer numbers with SARS)
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)
Personal Debt	Give a short description on what debt you have (e.g. retail accounts, credit cards, bond)
If a Tax client	Please give details of your current Tax Practitioner (name, contact details, email address)) Also your eFiling details if you have your own Give reason why you are leaving current Tax Practitioner, if your tax is up to date and if you owe any money to the person/company doing your tax