

INVESTOR CHARTER

At Deal Packaging 4 Investors ("DP4I", "we", "our" or "us"), we believe successful property investment is built upon trust, transparency and long-term relationships.

This Investor Charter is not a legal contract.

Instead, it is a public statement of the standards that every investor should expect when working with us.

It reflects the values upon which our business has been built and the principles that guide every investor relationship.

Our Purpose

Our purpose is simple.

To identify and introduce professionally assessed property opportunities whilst providing investors with honest information, transparent communication and a service built upon integrity.

We believe our success is measured not by the number of transactions completed, but by the number of investors who choose to work with us again.

What You Can Expect From Us

When working with Deal Packaging 4 Investors, you can expect us to:

- act honestly and professionally;
- communicate openly and respectfully;
- explain our role clearly;
- be transparent about our fees;
- respect your confidentiality;
- provide information in good faith;
- encourage independent due diligence;
- recommend independent professional advice where appropriate;

- treat your investment objectives seriously;
 - conduct business with integrity.
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We Will Never Intentionally Mislead You

You can expect us to present opportunities honestly.

We will not knowingly:

- exaggerate likely returns;
- conceal material information known to us;
- create false urgency;
- pressure you into making decisions;
- misrepresent refurbishment requirements;
- deliberately overstate market values;
- knowingly provide misleading financial illustrations.

If we are uncertain about information, we will tell you.

Independent Decision Making

Every investor has different objectives, financial circumstances and risk tolerance.

Accordingly, we will always encourage you to:

- undertake your own due diligence;
- instruct your own solicitor;
- obtain an independent survey where appropriate;
- obtain mortgage advice from a regulated adviser;
- obtain tax advice from an appropriately qualified adviser;
- make investment decisions based upon your own judgement.

The final investment decision will always remain yours.

Understanding Your Objectives

Before introducing opportunities, we will seek to understand:

- your investment goals;

- preferred investment strategy;
- preferred locations;
- property preferences;
- anticipated investment timescales;
- preferred ownership structure;
- funding arrangements.

This helps us avoid introducing opportunities that are unlikely to meet your requirements.

Respect for Your Time

We recognise that your time is valuable.

Accordingly, we aim to:

- communicate promptly;
 - provide information in an organised manner;
 - respond to enquiries professionally;
 - avoid unnecessary delays wherever reasonably possible;
 - keep you informed throughout the transaction.
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Respect for Your Confidentiality

Many investors share confidential financial and commercial information with us.

You can expect us to:

- treat your information confidentially;
- protect your personal information;
- limit disclosure to circumstances where it is reasonably necessary or required by law;
- comply with applicable data protection legislation.

Confidentiality is one of the foundations of our business.

Professional Standards

We are committed to maintaining high professional standards.

This includes:

- undertaking appropriate due diligence;
 - complying with applicable legislation;
 - maintaining honest business practices;
 - continually improving our procedures;
 - working cooperatively with professional advisers.
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Transparent Fees

Professional services have value.

Accordingly, we believe our fees should always be:

- explained clearly;
- agreed in advance where appropriate;
- proportionate to the services provided;
- free from hidden surprises.

You should never be uncertain about what you are paying for.

Long-Term Relationships

We are not seeking one-off transactions.

Our objective is to build lasting professional relationships with investors who value honesty, professionalism and transparency.

Many of our investors may complete multiple transactions over a number of years.

We believe long-term relationships are built through consistent service rather than salesmanship.

Working With Professional Advisers

We welcome the involvement of your professional advisers.

Where appropriate, we are happy to work alongside your:

- solicitor;
- accountant;
- regulated mortgage adviser;

- tax adviser;
- surveyor;
- valuer;
- family office;
- private bank;
- pension adviser.

We believe good communication between professionals benefits everyone involved.

If Things Go Wrong

Although we always strive to provide an excellent service, we recognise that mistakes can occur.

If you are dissatisfied, we encourage you to tell us.

We undertake to:

- listen carefully;
- investigate fairly;
- communicate openly;
- seek a reasonable resolution;
- learn from the experience.

Your feedback helps us improve.

Our Promise to You

We cannot promise that every property will perform exactly as expected.

We cannot promise that markets will always rise.

We cannot promise that every transaction will proceed without difficulty.

What we can promise is this:

We will deal with you honestly.

We will communicate openly.

We will explain matters clearly.

We will conduct our business professionally.

We will always seek to earn your trust rather than simply expect it.

That is the standard to which we hold ourselves.

Changes to this Charter

We may update this Investor Charter from time to time to reflect changes in legislation, professional guidance or our business practices.

The latest version will always be published on this website.

Contact Us

If you have any questions regarding this Investor Charter, please contact:

Deal Packaging 4 Investors

Email: support@dealpackaging4investors.com

Related Policies & Professional Standards

You may also find the following documents helpful:

- The DP4I Promise
- Property Sourcing Code of Professional Conduct
- Investor Due Diligence Standards
- Fee Transparency Policy
- Investment Risk Warning
- Confidentiality Policy

Last Updated: July 2026