

**1. The Financial Services Authority (FSA)**

The FSA is the independent watchdog that regulates financial services. This document has been designed by the FSA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

**2. Whose products do we offer?**

- We offer products from the whole market.
- We only offer products from a limited number of companies.
- We only offer products from a single group of companies

**3. Which service will we provide you with?**

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.
- We will provide basic advice on a limited range of stakeholder products and in order to do this we will ask some questions about your income, savings and other circumstances but we will not:
- conduct a full assessment of your needs;
  - offer advice on whether a non-stakeholder product may be more suitable.

**4. What will you have to pay us for our services?**

You will pay for our services on the basis of a fee, commission or a combination of both fee and commission. We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

**Paying by fee**

Whether you buy a product or not, you will pay us a fee for our advice and services, which will become payable on completion of our work. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could reduce our fee; or reduce your product charges; or increase your investment amount; or refund the commission to you.

**Hourly Rate**

We will confirm the rate we will charge in writing before beginning work. Our typical charges are:

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- Director £250 per hour
  - Financial adviser £175 per hour
  - Administration £45 per hour
  - We will tell you if you have to pay VAT.

### **Lump sum**

We will confirm what we will charge you in writing before beginning work. Our typical charges are:

- 3% of the amount invested
- We will tell you if you have to pay VAT.

### **Reviews**

We will confirm what we will charge you in writing before beginning work. Our typical charges are:

- Initial review : £250
- Annual review : £125
- We will tell you if you have to pay VAT.
- We may charge from £350 to advise and arrange a personal pension for you. We will confirm what we will charge you in writing before beginning work.

We will confirm the rate we will charge in writing before beginning work and we will tell you if you have to pay VAT. You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first.

### **Paying by commission (through product charges)**

If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing to us up front, that does not mean our service is free. You still pay us indirectly through product charges. Product charges pay for the product provider's own costs and any commission. These charges reduce the amount left for investment. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower.

The amount of commission we receive will vary depending on the amount you invest and (sometimes) how long you invest or your age.

- If you invest £10,000 in an individual savings account (ISA) we would receive commission of 3% of the amount invested £300 and 1% of the value of the fund (roughly £100 every year).
- If you pay £500 a month into a personal pension (with a term of 25 years) then we would receive commission of £1,000.
- If you pay £100 per month towards a whole life policy then we would receive £1,500.

We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

### **Paying by a combination of fee and commission (through product charges)**

We will charge you a combination of fee and commission. The fee will not exceed the rates shown in this document. We will agree the rate we will charge before beginning work and we will tell you if you have to pay VAT. The fee will become payable on completion of our work. You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first. We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

We charge a consultation fee of up to £1,000, and, if you buy a financial product, we will also retain commission within the amounts set out in the section headed "**Paying by commission (through product charges)**".

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## 5. Who regulates us?

Facts & Figures Financial Planners Limited is authorised and regulated by the Financial Services Authority. Our FSA Register number is 414224.

Our permitted business is advising and arranging on Investments, Pensions and Life Assurance.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

## 6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

**...in writing**            The Compliance Officer  
Facts & Figures Financial Planners Ltd  
Handley Cross, Wye, Kent TN25 5DL

**... by phone**            Telephone 01233 813313

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Most types of investment business are covered up to a maximum limit of £50,000. Further information about compensation scheme arrangements is available from the FSCS.