



## about our services and costs

Adviceworks Ltd  
52a High St  
Redbourn  
Herts  
AL3 7LN

---

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

The FSA is the independent watchdog that regulates financial services. This document is 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?

#### Investment

- 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.

#### Insurance

- We offer products from a range of insurers for Term Assurance, Critical Illness, Private Medical Insurance and Mortgage Payment Protection.
- We only offer products from a limited number of insurers.
- We only offer products from Sesame Insure for buildings and contents insurance.

#### Mortgages

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders.
- We only offer mortgages from a single lender.

---

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

#### Investment

- 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.

## Insurance

- We will advise and make a recommendation for you after we have assessed your needs for all types of non-investment insurance contracts that we deal with.
- 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.

## Mortgages

- We will advise and make a recommendation for you on mortgages 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 mortgages that we will provide details on. You will then need to make your own choice about how to proceed.

---

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

---

### Investment

You can pay for our Pension and Investment services by **commission** (through product charges), **fee**, or a **combination** of the two.

We will not charge you until we have agreed with you how we are to be paid.

In the absence of an agreed fee, we will proceed on a commission basis.

#### **Option 1. Paying for Pension and Investment Advice 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 the normal product charges. Product charges pay for the product provider's own costs and the cost of advice. 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 and / or your age. Commission may be paid to us up front, or over, say, a four year period. In both cases premiums may have to be paid for a minimum term for commission to be received.

#### **For example:**

- If you invest £10,580 in an Individual Savings Account (ISA) we would usually receive a commission of 3% of the amount invested (£317) and 0.50% of the value of the fund (roughly £52) every year.
- If you invest £10,000 into a Personal Pension we would usually receive 3% (£300) and additionally 0.5% (£50) pa
- If you pay £100 a month into a personal pension (with a term of 25 years) then we would receive initial commission of around £300.
- If you pay £100 a month into an ISA then we would receive £3 per contribution.
- If you buy a £50,000 Annuity we would usually receive a commission of 1% (£500) to 1.5% (£750)

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

We will not take more than 3% commission on any single premium investment product to avoid product or provider bias.

Suffice to say, the commission option is only suitable when we know that a product sale is part of the final solution.

## **Option 2. Paying for Pension and Investment Advice by fee**

We will discuss the pension and investment services you require and agree a fee payable for each service. This will be in advance of any work being done.

The fee is payable in three stages:

- Delivery of your written report and recommendations- Your **Financial Plan**
- Implementation of your **Financial Plan**
- Review of your **Financial Plan**

Our fees are as follows:	<b>Financial Plan</b>	<b>Implementation</b>	<b>Standard Review Service</b>
Monies up to £100,000	1%	2%	0.5% pa
Monies in excess of £100,000*	See Below	See below	0.5% pa
Regular Premium Pension /	N/a	£500	0.5% pa
Review of Existing Pension /	£150 ph	N/a	N/a
Drawdown	0.5%	0.5%	0.5% pa
Annuity Purchase	0.5%	0.5%	N/a
General Advice	£150 ph		

**\*All monies in excess of £100,000 are charged at 1%. For Example:**

Investment	<b>£150,000</b>	£100,000	x	3%	=	£3,000
		£50,000	x	1%	=	£500
						<b>£3,500</b>
						<b>Total Cost</b>

Our fees are based on the amount of time and expertise it takes to provide the required service, along with the degree of responsibility and long term risk we accept in giving this advice.

Should you not proceed to implementation you will pay for the **Financial Plan** fee only.

For details of our ongoing review options see **Review Service** document

We do not currently charge VAT on our fees. We will tell you if this changes.

We can take the above fees from the pension or investment contracts if preferred.

## **Option 3. Paying for Pension and Investment Advice by a combination of fee and Commission**

We will charge you a combination of fees and commission.

The actual amounts will depend on the service provided to you, but will be in line with the arrangements set out in the above sections headed '**Paying by fee**' and '**Paying by commission (through product charges)**'.

## Insurance

- No fee for advising on Term Assurance, Critical Illness, Private Medical Insurance, Mortgage Payment Protection and buildings and contents, payable at the outset.
- No fee for advising on buildings and contents insurance.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

## Mortgages

- No fee.
- A Consultation Fee** of £100.  
This is payable up front and covers our time for information gathering, general mortgage advice, suitability assessment, product sourcing and initial recommendation.  
This fee is non refundable

### Plus

**A Mortgage Offer Fee** of 0.4% of the amount you borrow, payable when you receive an acceptable mortgage offer. This covers all processing and administration of your mortgage application leading up to a suitable mortgage offer.

For example if you borrow £100,000 we will charge you a fee of £400

**We will offset this fee from any commission paid by the Lender unless you instruct us otherwise.**

Should we recommend a non Intermediary Lender' who will only deal directly with you, we will reduce this **Mortgage Offer Fee** to 0.2% to reflect the lower level of involvement that we will have. We will still advise you at all stages of your mortgage offer, although you will be directly liaising with the Lender.

You will receive a key facts illustration when considering a particular mortgage, which will tell you about any fees relating to it.

### Refund of fees

If we charge you a fee, and your mortgage does not go ahead, you will receive:

- A full refund of our Consultation Fee if the lender rejects your application.
- No refund of our Consultation Fee under any circumstances.

---

## 5. Who regulates us?

Adviceworks Limited, 52a High Street, Redbourn, Herts, AL3 7LN is authorised and regulated by the Financial Services Authority. Our FSA Register number is 458995.

Our permitted business is advising on and arranging investments, non-investment insurance contracts and mortgages.

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:** Write to Adviceworks Limited, 52a High Street, Redbourn, Herts, AL3 7LN

.... **by phone:** Telephone 01582 799087

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.

**Investment**

Most types of investment business are covered up to a maximum limit of £50,000.

**Insurance**

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

**Mortgages**

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

Further information about compensation scheme arrangements is available from the FSCS.