

ABOUT US

Initial Disclosure Document

Our fees, services and client agreement



8th Floor, Corinthian House, 17 Lansdowne Road, Croydon, Surrey CR0 2BX

We are required by our regulator to provide you with details about our services, and the cost of these services. This document is intended to comply with all of these requirements, please read this document carefully and if you do not understand any point please ask for further explanation.

Who Regulates Us

We are authorised and regulated by the Financial Services Authority (FSA). Our FSA registration number is 125376. Our activities cover advising on and arranging investments and insurance contracts.

The FSA contact details are 25 The North Colonnade, Canary Wharf, London, E14 5HS, United Kingdom.

We will communicate to you both verbally and in any written correspondence in the English language as this is the language of our home state and has also been adopted as the international language.

Client Categorisation

As a result of the implementation of the Markets in Financial Instruments Directive we will treat you as a Retail Client unless we agree with you otherwise. Retail clients have the highest level of protections under the new regime.

Client Confidentiality

We will hold all information about you in line with the requirements of the Data Protection Act 1998. In giving us personal information, you agree to us providing this information to third parties such as product providers and credit reference agencies. This is to allow us to meet with the record-keeping and regulatory requirements of the Financial Services Authority. The aim is to protect you under the Financial Services and Markets Act 2000. You and your agents are able to see all information we hold relating to you at any time.

Conflict of Interests

We will notify you in writing of any conflict of interest that may exist between the work we are doing for you and any of our other clients or ourselves. We must tell you about the extent of any conflict of interest that exist or that may arise and if necessary make arrangements for another company to act as your agent.

Appointment as Advisers

Your agreement to appoint us as your advisers will apply from the date that you sign this agreement.

Cessation as Advisers

This agreement will stay in force until you or we end it or until you or we ask to change it. If you want to end the agreement, please let us know in writing at any time. If we want to end the agreement, we will write and tell you. Termination will not prejudice the completion of transactions already initiated on your behalf or any rights or obligations already arising.

Your Aims

We can offer you a full review service with the aim of making you aware of any shortfall that you may have within the areas of our authorisation. We will give you written details of any recommendations that are suitable or appropriate to meet any needs identified. You should let us know about any specific aims that you may have.

Restrictions

You have the right to tell us not to make any particular recommendations or to exclude specific companies, products or market areas from our research where perhaps you have had a previous poor or bad experience. You need to let us know about any specific restrictions that you want to place on us.

Rights to Cancel

We will tell you about your rights to cancel or withdraw from a contract with a product provider before you fill in any application form. We will remind you of these rights to cancel or withdraw in writing before any transaction is completed. We will also let you

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know if this right to cancel does not exist for an application if, by law, the company has to complete the transaction as soon as they receive the application.

What do I do if I have a Complaint?

If you want to register a complaint, please write to us at the address given at the beginning of this document or telephone us on - 0208 603 3700. A summary of our procedures for handling complaints is available on request.

If we are unable to settle your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service at: **South Quay Plaza, 183 Marsh Wall, London, E14 9SR**

The Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from this scheme if this firm ceases to trade and, as a result of our advice, you have suffered a financial loss. This depends on the type of business and the circumstances of the claim.

For Investments

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

For Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Which Service Will We Provide?	Investments	Insurance
We advise and make a recommendation for you after we have assessed your needs.	✓	✓
You will not receive advice or a recommendation from us.		
We will provide basic advice on a limited range of products.		

Whose Products Do We Offer?	Investments	Insurance
We offer products from the whole market.	✓	✓
We only offer products from a limited number of companies. Ask us for a list of insurers we offer insurance from.		
We only offer products from a single company		

How We Can Be Paid For Our Services	Investments	Insurance
By commission from the company selected.	✓	✓
By a fee from yourself.	✓	
By a combination of commission and fee.	✓	

How much will our services cost?

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 the 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 examples, we could reduce our fee, or reduce your product charges, or increase your investment amount, or refund the commission to you. We will confirm in writing the actual rate we will charge before beginning work.

We will agree the rate we will charge you before beginning work. For Investment advice our normal charge for a financial adviser is £150 to £200 per hour. 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 us nothing up front, that does not mean our service is free as 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 for and/or your age. For example:

If you invest £10,000 in a unit trust we would receive commission of 3% of the amount invested (£300) and 0.5% of the value of the fund (roughly £50 every year);

If you pay £100 a month into a personal pension (with a term of 25 years) then we would receive commission of £360 spread evenly over the first year and £12 each year from year 2;

If you pay £50 a month towards a whole of life policy then we would receive £840 spread evenly over the first 2 years and £15 each year from year 3.

Paying by a combination of fee and commission

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

Indemnification of Commission

If you agree to pay for our services using commission from a company, you agree that if we have to pay all or part of this amount back to the company because you have cancelled or otherwise ended the policy, you will reimburse any money we lose. We will inform you with the most we can ask you to pay before completing any application to which commission applies. This clause will not apply if you cancel within the 'cooling-off period'.

Personal Pension Schemes

Not all types of personal pension schemes are included in the information above about commissions. Instead only the more common types are included, and schemes such as SIPPs are not. Before we start advising you, we will inform you of how much we could be paid if we do recommend one of these products to you. You can also ask us about commission we might receive on underlying investments we recommend you hold within a SIPP if not contained in the information below.

Data Protection Act 1998

The information that we hold about you will be held on computer and/or paper files. This information will be used to administer your application, to deal with queries and to bring to your attention additional services and products that may be of benefit to you. The information that you give us may be disclosed to third parties such as product providers and credit reference agencies for the purpose of processing your application, to our Regulators, the Financial Services Authority, and to our Compliance Advisors.

You may ask us not to contact you about additional services and products by writing to us at the address at the top of this document.

Financial Promotions

We may become aware of an opportunity arising from a new product being launched that we may consider would interest you. If this happens, we would like to write to you or phone you with some details. We may also give you a written recommendation about that opportunity. If you want to receive this type of contact, you should let us know by putting your initials in the boxes below.

Client 1		Client 2	
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Client Declaration

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully. If you do not understand any point please ask for further information.