



## Key Facts about our Services and Costs

### 1 The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA 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

Please refer to section 3 of this document.

#### Insurance

✓	We offer products from a range of insurers for Term Assurance, Critical Illness and Private Medical Insurance.
	We only offer products from a limited number of insurers for Term Assurance, Critical Illness and Private Medical Insurance.  Ask us for a list of the insurers from whom we offer insurance.
	We only offer products from a single insurer.

#### Mortgages

✓	We do not offer mortgages and will refer you to a contact who will 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

✓	Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.  We will not be recommending unregulated products, e.g. some Structured Products and Unregulated Collective Investment Schemes (UCIS).
	Restricted advice – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.
✓	No advice option. 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.

#### Insurance

✓	We will advise and make a recommendation for you after we have assessed your needs for Term Assurance, Critical Illness and Private Medical Insurance.
	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.



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

### Investment

You will pay for our services on the basis of an adviser charge, a fee or a combination.

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.

All fee amounts quoted below are exclusive of VAT, expenses and disbursements; these will be added to the invoice if applicable.

### Advised services

For our advised services, you will pay us via an adviser charge or a fee.

Initial advice service:

Our initial advice will be appropriate for you, based on your requirements and circumstances at that time. We will not ensure that any initial advice remains suitable for you at a later date, unless you select to receive ongoing services from us.

Ongoing services:

In addition to our initial advice services, you could ask us to undertake further services on an ongoing basis. Details of any ongoing services that we offer are detailed later within this document.

Our typical adviser charges are noted below. The exact amount may be more or less than this, but will be specifically agreed with you based on the work you ask us to do for you.

We will confirm the actual adviser charges in writing within our separate 'Services & Payment Agreement', before providing our services to you.

If we do not agree a fixed adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

### Payment for Initial Advice Services

Before we provide any services to you, we will gather information about your circumstances and needs. This will be by you providing information via telephone, e-mail and an initial meeting with the objective being to identify your needs.

We will charge you:

For Lump Sum investment advice and implementation: -

An adviser charges as follows:

- An outline of the needs identified £300
- Researching the market to establish a suitable investment option and recommending any suitable investment products £400
- Agree recommendations and make any amendments £300
- Act between you and the relevant product provider with the view of arranging the agreed investment product an amount based on 3% of funds invested less any accumulated fees chargeable as shown above.

For regular contributions to savings plans, the fee scales are as above with implementation costs based on a minimum of £1000

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

We may agree to carry out our work on a fee that will be based on a hourly rate based on the following scales:

	Hourly Rate
Director	£150-250 per hour
Financial adviser	£100-200 per hour
Administration	£25-100 per hour

The fees payable will depend on the complexity of the situation, level of technical expertise and technical support required. 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.

Or on a fixed price if this would be appropriate and agreeable.

### Payment for Ongoing Advice Services

There will be an additional charge for any ongoing work, such as periodic or ongoing reviews we carry out on your behalf. We will confirm the rate, frequency and length of any ongoing service(s) before commencing that ongoing service.

Ongoing services offered:

- Ongoing meetings
- Reporting
- Investment Management
- Contact
- Administration
- Professional services

Details on the services we offer you will be provided in your individual service level agreement.



Example:

Type of service: Level 2 service

An example of how much our ongoing charges might cost is set out below:

Based on a fund value of £100,000, an ongoing charge of 0.75% of this amount would mean that it would cost £750 per annum to provide an ongoing service ( $£100,000 \times 0.75\% = £750$ ). If the fund value increases over time, the ongoing charge then increases accordingly.

Lower levels of service will have an ongoing charge of 0.5%.

Our ongoing charges for regular contributions will be calculated in the same way.

We will agree what will be charged before any services are provided and the amount will be confirmed within our Service & Payment Agreement.

We may instead agree to carry out our work on a fee that will be based on an hourly rate as shown above.

### Your Payment Options

#### Independent Advice Service

Settling your adviser charge in a single payment.

You will pay us an adviser charge for our advice and services whether you buy a product or not, which will become payable on completion of our work.

You will be required to settle the payment of your adviser charge on completion of our work within 30 business days. We accept cheques. We do not accept payment by cash. You will be provided with a receipt upon payment.

#### 'Non Advised' Services

We will tell you how we get paid and the amount before we carry out any business for you.

#### Information about Other Costs and Associated Charges

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

#### Insurance

✓	A fee for Term Assurance, Critical Illness and Private Medical Insurance payable at the outset.
✓	No fee for Term Assurance, Critical Illness and Private Medical Insurance.

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

### 5 Who regulates us?

BBi Financial Planning Ltd of The Old Court House, 191 High Road, South Woodford, London E18 2QF is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 652403.

Our permitted business is advising on and arranging investments and non-investment insurance contracts. This includes pensions and pension transfers.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768 or 0300 500 8082 from the UK.

### 6 What to do if you have a Complaint

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

In writing: Write to BBi Financial Planning Ltd of The Old Court House, 191 High Road, South Woodford, London E18 2QF

By phone: 0208 559 2111

By email: enquiries@bbifp.com

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

### 6 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.

AND

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

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