



Services and Cost Disclosure Document

We are an intermediary that is acting on your behalf when delivering services to you.

You should use the information provided within this document to decide if our services are right for you.

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, titled 'Which service will be provide you with'

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.
	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 sufficient range of retail investment products, financial instruments and structured deposits. A 'sufficient range' means that the products that we will advise on and recommend will be sufficiently diverse with regards to their type and issuers or product providers to ensure that our clients investment objectives can be suitably met.
	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 – 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 a fee payable by you or by an adviser charge (a fee payable via a product).

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 a one-off fixed fee based on your specific needs and circumstances. The following examples are calculated based on our time, the complexity of the advice and the potential value added to you. Once agreed, the fee will not change, except where your needs or circumstances differ from our initial expectations.

Our minimum fee to identify your needs, research the market and provide our personalized, written recommendation is £1,000.

Defined benefit pension transfers

Our minimum fee to provide a report analysing the potential suitability of a defined benefit transfer is £3,000.

Implementation

If we arrange any lump sum investments for you we will charge you an implementation fee of 3% of the value of the initial investment. For example, if you invest £100,000, we will charge you £3,000 ($£100,000 \times 3\% = £3,000$).

If your implementation fee is greater than £1000, we will deduct our fee for research and recommendation. Continuing the example above, if you invest £100,000, we will only charge you £3,000.

Regular contributions

Our minimum fee of £1,000 for research and recommendation applies.

Our implementation fee will be based on 3% of your regular contributions for a period of 12 months. For example, if you were making monthly contributions of £500 into an ISA, we would charge you $3\% \times £500 = £150$, or £15 each month for 12 months.

In all cases 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.

Charges based on our hourly rate

We may agree to carry out our work on a fee that will be based on our standard hourly rate of £250 per hour. For example, if the time taken to provide our service to you is 5 hours, we will charge you £1,250 ($5 \times £250$).

We may charge you a fixed price if this is appropriate.

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.

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 Review
- Contact
- Administration
- Professional services

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



Please note that as the investment amount increases, your ongoing charge may also increase.

Examples

Type of service: Level 2 service

Based on a fund value of £100,000, and 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 changes over time, the ongoing charge will change accordingly.

Lower levels of service have an ongoing charge of 0.5% per annum.

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

We typically receive payments for our ongoing services monthly.

We will agree with you 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 fee in a single payment.

You will pay us a fee 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 calendar days. We accept cheques and bank transfers. 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

We advise and arrange on a range of products from a variety of firms; we may receive certain support from these firms, which is used to enhance the quality of service we provide to you. This year we expect to receive in total 60 hours' worth of training from some or all of these firms. Some of the cost of this training may be passed to you as part of the total product charges you pay these firms. Other support we may receive includes access to technical services, information technology support or the supply of product literature. Further information regarding any of these arrangements is available on request.

Aggregated Costs and Charges

We will also provide you with an Aggregated Costs document in relation to certain investment types. This will provide you with information on the total costs to you of the financial

products and services that have been recommended for these investment types and illustrate the impact of those costs on your investment returns. This will include all third party product and service costs as well as our firms' own adviser charges. This will be provided to you before any investment transactions take place and on an ongoing basis where you have selected to take ongoing services.

Other third party costs

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. We will be paid by commission.

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, arranging (brining about) and making arrangements with a view to transactions in investments. This includes pensions and pension transfers.

You can check this on the FCA's Register by visiting the FCA website 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

Long term insurance benefits (e.g. pensions and life assurance). The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS. The FSCS website is www.fscs.org.uk.