



# About our services and costs

Financial Choices IFA Ltd

Fishermans Wharf Diamond Road Whitstable CT5 1FW

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## 1. The Financial Services Authority (FSA)

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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.

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## 2. Whose products do we offer?

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### Insurance

- We offer products from a range of insurers for Term Assurance, Mortgage Payment Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Accident Sickness and Unemployment Insurance.
- We only offer products from a limited number of insurers.
- We only offer from a single insurer.

### Equity Release Products

- We offer Equity Release Products from the whole of the market.
- We only offer Equity Release Products from a limited number of lenders.
- We do not offer Equity Release Products.

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

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### Insurance

- We will advise and make a recommendation for you after we have assessed your needs for Term Assurance, Mortgage Payment Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Accident Sickness and Unemployment 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.
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### Equity Release Products

- 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 Equity Release Products that we will provide details on. You will then need to make your own choice about how to proceed.

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

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##### Insurance

A fee. The exact amount will be agreed in writing before we begin any work.

No fee.

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

##### Equity Release Products

No fee. We will be paid by commission from the lender / company that buys your home.

A fee of £1000 payable at the outset and £500 payable when you apply for an equity release product. We may also be paid commission from the lender/company that buys your home.

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

##### Refund of fees

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

No refund in any circumstances.

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#### 5. Who regulates us?

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Financial Choices IFA Ltd Fishermans Wharf Diamond Road Whitstable CT5 1FW

is authorised and regulated by the Financial Services Authority. Our FSA Register number is 461887.

Our permitted business is advising on and arranging mortgages and non-investment Insurance contracts. Equity Release, Home reversion plans, mortgages, General Insurance.

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.

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

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If you wish to register a complaint, please contact us: in writing to Financial Choices IFA Ltd Fishermans Wharf Diamond Road Whitstable CT5 1FW

....by phone 01227274374

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

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

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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.

#### **Insurance**

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. For compulsory classes of insurance, advising and arranging is covered for 100% of the claim, without any upper limit.

#### **Equity Release Products**

Equity Release advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

Further information about compensation scheme arrangements is available from the FSCS. [www.fscs.org.uk](http://www.fscs.org.uk)

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<p style="text-align: center;"><b>Message from the Financial Services Authority</b> <b>Think carefully about this information before deciding whether you want to go ahead. If you are at all unsure about which equity release product is right for you, you should ask your adviser to make a recommendation.</b></p>
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