



about our services and costs

Cotswold Independent Financial
Services Ltd

Stanley House
1 Warwick Street
Earlsdon
Coventry
CV5 6ET

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, Private Medical Insurance and Mortgage Payment Protection
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

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.

- 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.

Insurance

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

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.

Advised services

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

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.

The cost of our services

Payment for initial advice services

Our typical charges are:

Before we provide any services to you, we will gather information about your circumstances and needs.

We will not make a charge for this.

A one-off 'adviser charge' as a percentage of the initial investment amount as follows:

£1 - £100,000	3%
£100,000- £250,000	2%
£250,000 +	1%

Example:

If you invest a lump sum of £50,000 into a personal pension plan, we would charge an 'adviser charge'

of 3 % of the amount invested, which would mean an initial 'adviser charge' of £1,500

OR

An 'adviser charge' based on the amount of time spent, as per the following hourly rates:

Advice	£195
Administration	£ 95
Research	£ 95

Example:

If the amount of time taken to advise on or arrange a suitable product for you is 5 hours

Advice, 3 hours administration and 2 hours research, this would mean a total initial 'adviser charge' of £1,450 would be payable.

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

OR

For regular premium plans, a fixed fee of £500, payable over a period of up to 12

months. Example:

If you invested £100 pm into a personal pension, we would charge you an adviser charge of £41.66 per month for 12 months.

Our minimum charge for our retirement planning advice is £1500.

Payment for ongoing services

Our typical charges are:

We offer an ongoing service called the Classic Service where we review your account every 12 months and inform you of new recommendations or changes that may be relevant to your circumstances. This service is provided at a charge of £40 per month and can be either deducted

from your investment or paid by standing order. This service can be cancelled at any time. Please ask your adviser for more details.

We also offer an ongoing service called the Wealth Management service where we review your account every 6 months and inform you of new recommendations or changes that may be relevant to your circumstances. This service is provided at a charge of £100 per month and can be either deducted from your investment or paid by standing order. This service can be cancelled at any time. Please ask your adviser for more details.

Your payment options

Independent advice service

You will be required to settle the payment of your adviser charge on completion of our work within 14 business days. We accept cheques. We do not accept payment by cash. You will be provided with a receipt upon payment.

Settling your adviser charge by instalments

The option to pay by instalments is only available for the payment of the adviser charge on regular premium products. Payment by instalments does not relate to any ongoing charges payment which we may charge for providing an ongoing service.

Paying by instalments through your recommended product

If you buy a financial product, you can choose to have your adviser charge deducted from the product through instalments. Although you pay nothing to us up front, that does not mean that our service is free. You still pay us indirectly through deductions from the amount you pay into your product. These deductions will pay towards settling the adviser charge. These deductions could reduce the amount left for investment.

How your payment plan works:

Total monthly premium payable	£250
Total cost of advice	£500
Monthly payment for advice	£41.66
Length of repayment period	12 months

If you choose to pay for the advice you receive through instalments, these instalments will be deducted from the premium you pay each month and allocated towards settling the adviser charge. For example, the total cost of advice is £500. You have been recommended a regular premium product of which £250 will be paid each month. £41.66 will be taken from this amount to pay off your adviser charge over 12 months. The remaining £208.34 will be invested during this time. At the end of this period the adviser charge would have been settled in full. From month 13 the full £250 will be invested.

You can choose to pay the adviser charge over a shorter term.

Keeping up with your payments

If you choose to pay for the advice you receive via instalments, the full amount of the adviser charge will need to be paid irrespective of whether:

- the recommended product(s) is /are cancelled before the full amount is paid; and/or
- you subsequently decide to transfer your business to another firm / financial adviser.

Any outstanding amounts, as at the date of cancelling the recommended product / transferring to another firm or adviser, will be due to be paid in full within 14 business days of the termination / transfer date. An invoice will be raised for the full outstanding amount.

'Non advised' services

The cost of our 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 minimum fee of £250 for all non-investment insurance contracts are payable at the outset.

No fee for all non-investment insurance contracts.

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

5 Who regulates us?

Cotswold Independent Financial Services Ltd, Stanley House, 1 Warwick Street, Earlsdon, Coventry, CV5 6ET is Authorised and regulated by the Financial Conduct Authority.

Our Financial Services Register number is 604634

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

You can check this on the Financial Services Register by visiting the FCA's website www.fsa.gov.uk/register/home.do or by contacting the FCA on 0800 111 6768.

6 What to do if you have a complaint

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

...in writing: Write to Cotswold Independent Financial Services Ltd, Complaints Department, Stanley House, 1 Warwick Street, Earlsdon, Coventry, CV5 6ET

...by phone: Telephone 02476 920029

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**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.

General Insurance

General Insurance advising and arranging is covered for 90% of the claim, with no upper limit.

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