



about our services and costs

LYNDHURST FINANCIAL MANAGEMENT LIMITED

Lyndhurst House, High Street, Harpenden, Hertfordshire. AL5 2RT.

Tel: 01582 715777 Fax: 01582 462111

admin@lyndhurstfm.co.uk

www.lyndhurstfm.co.uk



1. The Financial Services Authority (FSA)

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.

2. Whose products do we offer?

Investment

- We offer products from the whole market.
We can only offer products from a limited number of companies.
 - These include our own product(s) but our recommendation will be made following an analysis of our entire range of products.
Ask us for a list of the companies and products we offer.
 - We only offer a product from a single group of companies.
-

Insurance

- We offer products from a range of insurers for Life Assurance, Critical Illness Cover, Private Medical Insurance, Income Protection products, Buildings and Contents.
 - We only offer products from a limited number of insurers for ASU and Landlords Insurance. Please ask us for a list of insurers.
 - We only offer products from a single insurer
-

Mortgages

- We offer mortgages from the whole market.
 - We only offer mortgages from a limited number of lenders/companies.
Ask us for a list of the lenders/companies we offer mortgages from.
 - We only offer a limited range of the mortgages for regulated mortgage contracts.
-

3. Which service will we provide you with?

Investment

- 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 products that we will provide details on. You will then need to make your own choice about how to proceed.
- We will provide basic advice on a limited range of stakeholder products and in order to do this we will ask some questions about your income, savings and other circumstances but we will not:
- Conduct a full assessment of your needs;
 - Offer advice on whether a non-stakeholder product may be more suitable
-

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for Life Assurance, Critical Illness Cover, Private Medical Insurance and Income Protection products.
- You will not receive advice or a recommendation from us for Life Assurance, Critical Illness Cover, Private Medical Insurance and Income Protection products. 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.

Mortgages

- 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 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 fee, commission and/or a combination of both fee and commission. 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.

Paying by fee

We charge fees in three ways;

We may conduct a financial plan or review at your request which will incur a fixed fee to be agreed at outset and payable upon completion of our work. This will be based on the "hourly rates".

We may conduct investment business which will incur a fee based on the value of the investment to be agreed at outset and payable upon completion of the work. This will be based on the “investment fee rates”. This will include an ongoing fee payable at anniversary for ongoing service and advice.

Any other ad hock non project work will be charged at the following hourly rates

Hourly Rates

Our typical charges are:

Director / Specialist £250 per hour

Financial adviser £200 per hour

Administration £40 per hour

Investment Fee Rates

Up to 5% of initial investment plus ½ % to 1% annual management charge

Paying by commission (through product charges)

We may accept commission payments of up to 5% initial and up to 1% annual fund based remuneration. Any commissions offered by investment companies over and above our standard commission terms will be used to increase your investment amount or reduce product charges.

The fund based remuneration will pay for the periodic review of the plan whilst it is in force. For example;

Single Premium Investments

Investment Bond – If you invested £100,000, we may receive up to £5,000 initially plus up to 1% of the fund each year.

Collective Investment including OEICS, Investment Trusts, Unit Trusts and ISAs – If you invested £10,000, we may receive up to £500 initially plus up to 1% of the fund each year.

Personal Pension SIPP and Drawdown – If you invested £50,000, we may receive up to £2,500 initially plus up to 1% of the fund each year.

Regular Premium Investments

Collective Investment including OEICS, Investment Trusts, Unit Trusts and ISAs – If you invested £500 monthly for 5 years, we may receive up to £1,200 initially plus up to 1% of the fund each year.

Personal Pension, SIPP – If you invested £500 monthly for 4 years, we may receive a maximum commission of up to £3,000 initially plus up to 1% of the fund each year.

Whole Of Life – If your premium was £50 monthly, we may receive £860.33 initially and £1.25 per month after month 49 whilst the policy is in force.

If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing to us up front, that does not mean our service is free. 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.

Paying by a combination of fee and commission (through product charges)

We may conduct investment business which will incur a fee based on the value of the investment to be agreed at outset and payable upon completion of our work. Where commission is available through the investment product this will be offset against any outstanding fees. Any commissions offered over and above our standard terms will be used to increase your investment amount or reduce product charges.

Insurance

- A fee
- No fee for Life Assurance, Critical Illness Cover, Private Medical Insurance and Income Protection products.

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

Mortgages

- No fee. We will be paid by commission from the lender/company that buys your home.
- A maximum fee of 1% of the mortgage amount payable when you apply for a mortgage. We will also be paid commission from the lender/company that buys your home.

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

Refund of fees

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

- A full refund if the lender/company rejects your application.
- A refund of £ if your application falls through.
- No refund if you decide not to proceed.

5. Who regulates us?

Lyndhurst Financial Management Limited, Lyndhurst House, High Street, Harpenden, Hertfordshire, AL5 2RT is authorised and regulated by the Financial Services Authority. Our FSA Register number is 154621.

Our permitted business is arranging and advising on investments, pensions (including transfers and opting out of Occupational Pension Schemes), general insurance and mortgages including lifetime mortgages.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

6. What to do if you have a complaint

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

...in writing: Write to Martin Corrie, Lyndhurst Financial Management Limited, Lyndhurst House, High Street, Harpenden, Hertfordshire. AL5 2RT.

...by phone: Telephone 01582 715777.

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

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.

Mortgages

Mortgage 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.

Terms Of Business and Client Agreement

We are regulated by the Financial Services Authority and we are bound by their Rules, which have been designed for your protection. As Independent Financial advisers we are not tied to any Assurance Company or other financial institution.

- We advise on and arrange life assurance and pensions and investments in authorised unit trusts/OEICS and ISAs and other related investment and insurance products. We also offer mortgages from the whole of market.
- We offer independent financial advice. We will act honestly, fairly and professionally known as conducting business in 'Clients best interest' regulations. Occasionally situations may arise where we or one of our other clients have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.
- With regards to investments which we have arranged for you, these will not be kept under constant review but we will advise you upon your request. However, we may contact you in the future by means of an unsolicited promotion should we wish to contact you to discuss the relative merits of an investment or service which we feel may be of interest to you.
- On issue of this letter any subsequent advice or recommendation offered to you will be based upon your stated investment objectives, acceptable level of risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. We will issue you a suitability report to confirm our recommendation. Unless confirmed we will not place any restrictions on our recommendations.
- We require our clients to give us instructions in writing to avoid possible disputes. We will, however, accept oral instructions provided they are confirmed in writing.
- You or your appointed agent may inspect contract notes, vouchers and entries in our books (whether kept manually or electronically) which relate solely to your investments. As we treat all our clients' records as confidential, we reserve the right to give you copies of your records if to do otherwise would be to allow access to files containing records about other clients.
- We will inform you of your statutory right to cancel. The Distance Marketing Directive normally grants you 30 days in which you may cancel a life or pension contract. However there will be occasions where no statutory rights are granted, however this will be explained before any contract is concluded.
- We keep records of all our business transactions for at least six years.
- If you should have any complaint about the advice you receive or a product you have bought, please write to or telephone the Compliance Officer, Mr Martin Corrie, at the company's address, who will advise you of our complaints procedure.
- If you make a valid claim in respect of the investments we arrange for you and we are unable to meet our liabilities in full, you may be entitled to redress from the Investors Compensation Scheme; details of the cover provided by the scheme are given in a leaflet which we will send you at your request.
- **LYNDHURST FINANCIAL MANAGEMENT LIMITED DOES NOT HANDLE CLIENTS MONEY.** We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you a bill) or handle cash.
- We will make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing.
- We will forward to you all documents showing ownership of your investments as soon as practicable after we receive them; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.
- This client agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

UK Money Laundering Regulations

We are obliged to conform with the UK Money Laundering Regulations and also adhere to the guidance notes from the Joint Money Laundering Steering Group, which require financial institutions to verify the identity and place of residence of each investor. We will also request that you inform us how any monies being invested were obtained/accumulated. This process may require sight of certain documentation. If you provide false or inaccurate information and we suspect fraud or money laundering we will record this. We will not forward any applications or money to third parties/product providers until our verification requirements have been met. We take no responsibility for any delay in investing where money laundering verification is outstanding. In circumstances where sufficient verification is not received in a timely manner after we have received completed applications, the application(s) and any monies may be returned to you uninvested.

Data Protection

Information provided by you may be held, processed, disclosed and used by ourselves, other professional advisers and any associated companies in servicing our relationship with you. However, strict confidentiality will be maintained at all times. It is understood that, unless you notify us otherwise, you agree to the storage, use and disclosure of such information. This information may be disclosed to third party product providers in the course of providing our analysis and servicing of our relationship with you. No information will be passed to another party without your prior consent unless we are legally obliged to do so. You also agree that for the purposes described above your data may be transferred to countries outside the European Economic Area (EEA). We may use and analyse your data, including the nature of your transactions, to provide you with information by post, telephone, fax or e-mail to service and update you, as well as informing you of new investment opportunities. If you would prefer to be excluded from these services, please write to us at 9a High Street, Harpenden, Herts, AL5 2RT.

Client consent

- This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.
- I/we understand and consent to the above terms and I/we hereby authorise the transfer of information, as described above on a confidential basis when warranted between such third parties. I/we agree that the client agreement will come into effect from the date of issue.
- **By signing this agreement you consent to us or any company associated with us processing any such sensitive data. You also consent to us or any company associated with us, to contact you for marketing purposes by e-mail, telephone, post or SMS.**
- **Please confirm to us in writing if you do not wish to consent to the above**

Customer Name(s)		
Customer signature(s)		
Date of issue		

- **I/we have read and understood the terms laid out in this agreement and the key facts about our services and costs and have chosen for the firms to be remunerated by;**

<input type="checkbox"/>	Payment of a fee.
<input type="checkbox"/>	Payment by commission (or product charges).
<input checked="" type="checkbox"/>	Payment by a combination of commission and fee.

Customer Name(s)		
Customer signature(s)		
Date of issue		

- A copy of the signed agreement will be held on our database.