

# **keyfacts**<sup>®</sup> about our services and costs

Supreme and St Albans  
Independent Financial Advisers

15 London Road, St Albans, Herts, AL1 1LD

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## **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.

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## **1. Whose products do we offer?**

We offer products from the whole market.

We only offer products from a limited number of companies.

We only offer products from a single group of companies.

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## **1. Which service will we provide you with?**

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.

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We offer a full financial planning service, or alternatively can provide specific advice on:

- savings and investment
- protecting yourself and/or loved ones in the event of death, serious illness or disability
- retirement planning
- mortgages

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

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You will pay for our services by way of a fee, commission 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**

Whether you buy a product or not, you will pay us a fee for our advice and services, which will become payable on completion of our work. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could reduce our fee; or reduce your product charges; or increase your investment amount; or refund the commission to you.

We will agree the rate we will charge before beginning work. We will tell you if you have to pay VAT.

Our typical charges are:

### **Hourly Rate**

Advice £250 per hour

Administration £50 per hour

There are also some areas of our savings/investment service where minimum charges are applicable, which are as follows:

### **Full Individual Financial Review**

Minimum Fee £1,000

### **Fixed Fee work can be agreed in advance**

Minimum Fee £1,000

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.

### **Paying by commission (through product charges)**

If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing 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.

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## **1. Who regulates us?**

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Supreme and St Albans Independent Financial Advisers, 15 London Road, St Albans, Herts, AL1 1LD is authorised and regulated by the Financial Services Authority. Our FSA Register number is 144732.

Our permitted business is to advise on or arrange investments, insurance and mortgages.

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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## **1. What to do if you have a complaint**

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

**In writing:** Write to Supreme and St Albans Independent Financial Advisers, 15 London Road, St Albans, Herts, AL1 1LD.

**By phone:** Telephone 01727 229822.

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

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## **1. 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.

Most types of investment business are covered for 100% of £50,000, so the maximum compensation is £50,000.

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