



about our services and costs

Anglo International Group Ltd

170 Epsom Road Guildford Surrey GU1 2RP

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is 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 only offer products from a limited number of companies.
- We only offer products from a single group of companies.

Insurance

- We offer products from a range of insurers for Term Assurance, Critical Illness, Private Medical Insurance, Permanent Health Insurance and Mortgage Payment Protection.
- We only offer products from a limited number 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.
- We only offer mortgages from a single lender.

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 all types of non-investment insurance contracts that we deal with.
- 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.

Mortgages

- We will advise and make a recommendation for you on mortgages 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 mortgages 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, commission (through product charges) or a combination of fee and commission (through product charges). 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 confirm the actual rate we will charge in writing before beginning work. Our typical charges are:

Hourly Rate

Director	£200.00 per hour
Financial adviser	£175.00 per hour
Administration	£ 65.00 per hour

Reviews

Initial review	£150.00
Annual review	£ 50.00

We will tell you if you have to pay VAT

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 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.

The amount of commission we receive will vary depending on the amount you invest and (sometimes) how long you invest and / or your age.

For example:

- If you invest £10,000 in a Collective Investment we would receive commission of 3% of the amount invested (£300) and 0.5% of the value of the fund (roughly £50 every year and the actual amount in later years will vary in line with your fund value).
- If you invest £10,000 into an Investment Bond, we would receive commission of 3% of the amount invested (£300), and 0.5% of the value of the fund (roughly £50 every year and the actual amount in later years will vary in line with your fund value).
- If you invest £10,000 in a Personal/Stakeholder Pension plan we would receive commission of 3% of the amount invested (£300) and 0.5% of the value of the fund (roughly £50 every year and the actual amount in later years will vary in line with your fund value).
- If you invest £10,000 into an annuity we would receive commission of 2.5% of the amount invested (£250).
- If you invest £10,000 into an Income Drawdown contract we would receive commission of 3% of the amount invested (£300) and 0.5% of the value of the fund (roughly £50 every year and the actual amount in later years will vary in line with your fund value).

- If you pay £100 a month into a Personal / Stakeholder Pension we would receive an initial commission of typically 45% of the first 12 months contributions, (£540). We would also receive an ongoing commission of 0.5% of the accumulated fund each year from month 13, (£6) (the actual amount in later years will vary in line with your fund value).
- If you pay £100 a month into a Whole of Life plan we would receive an initial commission of typically 100% of the first 12 months premiums, (£1200) and 2.5% of all premiums from month 36 (roughly £30 every year).
- If you pay £100 a month into a Collective Investment Scheme we would receive a commission of 3% of each monthly investment, (£3) and 0.5% of the value of the fund each year (£6) (the actual amount in later years will vary in line with your fund value).

We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

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

We will charge you a combination of fees and commission. The actual amounts will depend on the service provided to you, but will be in line with the arrangements set out in the below sections headed '**Paying by fee**' and '**Paying by commission (through product charges)**'.

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 fee.
- No fee for advising on and arranging all non-investment insurance contracts that we deal with.

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 by the lender.
- A fee of £150 for research, payable at outset. A further fee of £225.00 payable on production of lender's formal offer for the mortgage. We will also be paid commission from the lender.
- A fee of £1500 payable upon application of the mortgage. We will refund any commission we receive from the lender to you.

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.
- No refund under any circumstances.

5. Who regulates us?

Anglo International Group Ltd is authorised and regulated by the Financial Services Authority. Our FSA Register number is 307774.

Our permitted business is advising on and arranging investments, non-investment insurance contracts and 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 Anglo International Group Ltd. 170 Epsom Road, Guildford, Surrey GU1 2RP

.... **by phone:** Telephone: 01483 300 377.

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

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Mortgages

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

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