



about our services and costs



263b St Johns Road, Edinburgh EH12 7XD

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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 pure protection products such as Term Assurance, Critical Illness cover and Health insurance.
- We only offer products from a limited number of insurers for pure protection contracts such as Term Assurance, Critical Illness and Health insurance.
- We only offer products from a single insurer Paymentsshield for Accident, Sickness and Unemployment cover and Buildings & Contents insurance.

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

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.

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for pure protection products such as Term Assurance, Critical Illness cover and Health 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.

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 fee or commission or a combination of 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 issue of our written recommendations. 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.

If you choose the fee option:

(a) Hourly Rate

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:

Director	£200	Per hour
Senior Financial adviser	£200	Per hour
Administration	£80	Per hour

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.

(b) One-off Payments

Individual Financial Review £500

We will tell you if you have to pay VAT.

(c) Implementation of Recommendations

Any advice we give when we are charging a fee will be subject to a minimum fee of £1,500, which will cover initial and ongoing service including adviser support time, product research and summarising report as well as ongoing valuations, etc. The maximum amount payable will dependent upon the type and number of products recommended and/or reviewed.

We will tell you if you have to pay VAT.

(d) Funds to be Invested

A minimum of 0.5% per year of the value of the investments you ask us to manage will be charged to provide the agreed reviews of your financial planning.

We will tell you if you have to pay VAT.

Example: Should you invest £50,000 we will charge a minimum fee of £1,500. Where we have agreed to provide you with ongoing services for a fund value of £50,000 we will charge £250 (0.5%) per year. Please note the 0.5% charge is based on the fund value and is likely to fluctuate over the investment period.

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 or your age.

For example:

- If you invest £7,000 in an individual savings account (ISA) we would receive commission of 3% of the amount invested (£210) and 0.5% of the value of the fund (roughly £35 every year).
- If you pay £200 a month into a personal pension (with a term of 25 years) then we would receive commission of £552.
- If you pay £100 towards a whole life policy then we would receive £1920.

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 sections headed “**Paying by fee**” and “**Paying by commission (through product charges)**”

Insurance

A fee

No fee.

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.

A fee of £299 payable at the outset for a mortgage and £599 payable at outset when you apply for a Right to Buy, Shared Equity/Shared Ownership and Adverse Credit Mortgage. We will also be paid commission from the lender.

A fee of 0.75% of the mortgage loan amount arranged, payable on completion of the mortgage. Any fee or commission payable from the lender will be refunded to you. (i.e. if the mortgage amount is £150,000 our fee would be £1,125)

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 rejects your application.

No refund if you decide not to proceed.

5 Who regulates us?

Sutherland Independent Limited, 263b St Johns Road, Edinburgh, EH12 7XD is authorised and regulated by the Financial Services Authority, 25 The North Colonnade, Canary Wharf, London, E14 5HS. Our FSA Register number is 400072.

Our permitted business is advising on and arranging pensions, savings and investment products, mortgages and non investment insurance contracts.

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 Sutherland Independent Limited, 263b St Johns Road, Edinburgh, EH12 7XD

By phone: Telephone (0131) 467 5000

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.