

## **INFORMATION ABOUT OUR SERVICES & COSTS**

### **NEVILLE BIRCH & COMPANY**

**Neville Birch & Co, Copthall Farm, Breakspear Road South, Ickenham,  
Uxbridge, Middlesex UB10 8HB**

**Tel: 01895 637121 Fax: 01895 625121 e-mail: [neville.birch@btinternet.com](mailto:neville.birch@btinternet.com)**

## **1. The Financial Conduct Authority (FCA)**

The FCA is the independent watchdog that regulates financial services. 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 restricted advice. We only offer advice on products covered by the Financial Services Compensation Scheme.

### **Insurance**

We offer products from the whole market of insurers for permanent health insurance, life and critical illness insurance.

We only offer products from a limited number of insurers for buildings and contents, mortgage payment protection and private medical insurance.

### **Mortgages**

We offer products from the whole market.

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

### **Investment**

We will advise and make a recommendation for you after we have assessed your needs.

### **Insurance**

We will advise and make a recommendation for you after we have assessed your needs.

## **Mortgages**

We will advise and make a recommendation for you after we have assessed your needs.

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

### **Investment**

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. We will advise you if you have to pay VAT.

Following our advice, if you decide to invest through regular premiums, a lump sum or a transfer, the initial advice fee can be taken from the payment given to the product provider. An ongoing fee for service can also be taken from your investment. Alternatively, you may pay us by cheque or direct credit.

We are able to offer and discuss the following options, we will then agree which option suits your needs and whether any ongoing service is required. In some cases you may only require the advice element of the service.

Our typical fees for advice are covered by the following options:

- **Hourly Rate**

Financial Adviser/Consultant – up to £200.

Mortgage Development Manager – up to £200.

Administration – up to £50.

- **Financial Review**

We normally charge on a project basis, which means the cost will be agreed and fixed before you are liable to pay anything. The work we will undertake for you will be set out clearly in a letter to avoid misunderstandings. Because of this you will not have to worry about hidden extras or unseen complications.

Basic Financial Review – £350 to £750. A basic review of current arrangements in relation to your objectives, orientated to meet a particular client need with outline recommendations.

Full Financial Review - £750 to £3,000. A full review of a client's assets, liabilities and net worth; current and projected income and expenses; insurance policies, retirement provision and other investments, including an analysis of current product and fund features and estimated inheritance tax liabilities with recommendations to meet the client's financial objectives.

- **Percentage of Funds Invested**

When our work involves investing a lump sum of money our typical fees are:

Up to 6% of the first £150,000.  
Up to 3% on the next £150,000.  
Up to 2% on any balance.

Should you invest through regular premiums, our typical fees over 12 months are:

Up to 50% of the first £250 of monthly premiums.  
Up to 25% of the next £250 of monthly premiums.  
Up to 10% of monthly premiums over £500.

- **Ongoing Service Fees**

It is important to regularly review your investments to ensure they remain appropriate for your risk profile and the outcomes you seek, which can change over time. Our typical fees for this service are:

Up to 1% per annum on investments up to £150,000.  
Up to 0.75% per annum on the next £150,000.  
Up to 0.50% per annum on any balance.

## **Monthly Retainer**

For clients with more complex financial arrangements we can agree a monthly retainer that reflects the service required. A typical fee will be £30 to £200 per month.

## **Insurance**

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. 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 refund the commission to you.

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

We normally charge on a project basis, which means the cost will be agreed and fixed before you are liable to pay anything. The work we will undertake for you

will be set out clearly in a letter to avoid misunderstandings. Because of this you will not have to worry about hidden extras or unseen complications.

**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. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower. 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 charges).** In some circumstances, we also charge a fee on top of any commission we might receive.

## **Mortgages**

A minimum fee is normally charged for advising on mortgage products. If we receive any commission from a provider, this commission can be used to offset any fees that may be charged. You will receive an 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 not receive a refund.

## **5. Who regulates us?**

**Neville Birch & Co**, Copthall Farm, Breakspear Road South, Ickenham, Uxbridge, Middlesex, UB10 8HB is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 125455.

Our permitted business is:

**Investment** which includes Pensions and Pension Transfers, Annuities, Unit Trusts, Open Ended Investment Companies (OEICs), Individual Savings Accounts (ISAs), Investment Trusts and certain types of Life Insurances.

**Insurance** which includes a range of personal protection plans e.g. term assurance, term critical illness cover, income protection, accident sickness and unemployment (ASU) cover as well as household insurance.

**Mortgages** for clients' main residences, lifetime mortgages, personal loans and commercial loans for business propositions including properties which are let.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.gov.uk/register](http://www.fca.gov.uk/register) or by contacting the FCA on 0800 1116768.

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

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

**In writing:** Compliance Officer, Neville Birch & Co, Copthall Farm,  
Breakspear Road South, Ickenham, Uxbridge, Middlesex, UB10 8HB.

**By phone:** 01895 637121.

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 £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 for 100% of the first £50,000.

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

## **Additional Information**

### **Neville Birch & Co**

Neville Birch & Co were established in 1963 and offer financial advice as documented in the Information about our services and costs.

### **Investment Risk**

All investments carry a degree of financial risk, which will tend to increase in proportion to the potential rate of return on the investments. Any product, which is directly invested in assets which may fall in value (for example equities) may itself fall in value along with any decrease in value of those assets. Before entering into any investment agreement, you must ensure that you understand the risk associated with the product and are content to accept that level of risk.

### **Client Money**

Neville Birch & Co do not handle client's money. We will never accept cash or a cheque made out to us unless it is a cheque in settlement of charges on disbursements for which we have sent you a bill.

### **Future Business**

When we have arranged business for which you have given us instructions we will not give you further advice unless you request it, but will be glad to advise you at any time you wish us to do so.

### **Privacy Notice**

1. We will collect and store your personal and financial information which will be handled in accordance with the Data Protection Act 1998 as amended, extended, re-enacted or consolidated from time to time (including without limitation the implementation of the General Data Protection Regulation 2016/679/EC) (data protection legislation). We will use your information to ensure proper performance of our agreement with you and to comply with our legal obligations when providing the services as further described below.
2. We will use your name, address, email address, contact number, date of birth, national insurance number and financial information ('personal information') to provide our services to you and verify your identity and this may require us to pass your personal information to our group companies, electronic verification providers, product providers or other financial firms such as lenders, banks, insurers, fund managers and platform providers. Should you decide not to proceed with our services, we will delete your information.

3. We are responsible for the services we provide to you for compliance and monitoring purposes as detailed in this Important 'Information about our Services & Costs' document. Further details regarding how we will use your data and your rights to access your personal information can be found on our 'Privacy & Cookie Policy' which can be found on our website at [www.nevillebirch.com](http://www.nevillebirch.com) or by contacting us on 01895 637121.
4. We may be required to pass on your personal information to the Financial Conduct Authority (FCA), Financial Ombudsman Service (FOS) or the Financial Services Compensation Scheme (FSCS) to help with an investigation or complaint or other authorities as required by law.
5. We may need to collect sensitive personal data including information about your health, ethnic origin, or criminal prosecutions from third parties such as employers and credit reference agencies, fraud prevention agencies and other similar organisations in order to provide you with the services, for example where you require advice on protection or annuity products. You may exercise your right to withdraw your consent to the processing of your sensitive personal data at any time by contacting us.

Updated 26<sup>th</sup> April 2018

## Your instructions

If you wish to instruct Neville Birch & Co to act on your behalf please sign below.

I/We acknowledge receipt of Neville Birch & Co 'Information about our services and costs' and confirm that I/We have read and understood them.

It is confirmed that I/We wish to retain the services of Neville Birch & Co and choose to pay for the services by (tick as appropriate):

1. Neville Birch & Co receiving a payment direct from the product provider.
2. Neville Birch & Co receiving your cheque/direct credit.
3. A combination of 1 and 2.

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Client Signature

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Client Signature

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Full Name

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Full Name

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Updated 26th April 2018