



about our services and costs

NEVILLE BIRCH & COMPANY

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

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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 are independent.

- ✓ We offer restricted advice. We only offer advice on products covered by the Financial Services Compensation Scheme.

We only offer products from a single group of companies.

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.

We only offer products from a single insurer.

Mortgages

- ✓ We offer products 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 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.

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 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

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 a Keyfacts illustration when considering a particular mortgage, which will tell you about any fees relating to it.

No fee.

Refund of fees.

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

A full refund.

A partial refund.

- ✓ No 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 Services Authority. Our FSA 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 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: 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 independent financial advice as documented in the Keyfacts 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.

Data Protection & Records

Collection of Data.

We collect your data during our factfind into your circumstances. With your consent we may collect your data from Institutions with whom you currently have contracts and insurance policies, from your employer and professional advisers. We may obtain data from credit reference agencies. This is under the terms of the Data Protection Act 1998 and all amendments to this act.

Use of Data.

Your information will be held on computer data bases and in paper files. We may use the data primarily to provide you with financial services and advice and complete transactions on your behalf. We analyse and assess your data to maintain and develop our relationships with you. Use of your data includes financial risk assessment, money laundering checks, compliance and regulatory reporting and fraud prevention. We use your data to help us prepare proposals for you to enter into transactions and insurance proposals and in some circumstances, members of your family and others connected with these transactions, insurance proposals and claims. We like to keep you informed of our products and services and we use your data to enable us to recommend them to you (if you do not want us to do this please contact us). Your data will be kept for a minimum of six years in compliance with our financial services responsibilities.

Transfer of your Data.

We will only pass on your data to institutions (with the aim of entering into and servicing transactions) our regulators, auditors and our professional advisers. We may recommend other financial advisers to approach you with our products and service offerings (if you do not want us to do this, contact us). Third parties may transfer your data outside the European Economic Area: if they do so, they will take appropriate steps to ensure the same level of protection for your personal data as would be available in the European Economic Area.

Access to your Records.

You have the right upon payment of a fee to obtain a copy of the personal data that we hold. If you believe that any information is incorrect or incomplete you should contact us and if the data is incomplete or incorrect, we will correct it promptly.

Updated 1st January 2013

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 '**Keyfacts** 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.

Client Signature

Client Signature

Full Name

Full Name

Date: _____

Date: _____

Address: _____

Address: _____

Updated 1st January 2013