

What we do & how we charge

We are a financial planning business, focused on helping you understand and plan for your financial future. This information is designed to give you an idea of:

- **What we do and how we do it (our services)**
- **What it's likely to cost and how you can pay us**

More detailed information is available in our client services brochure which will be handed to you on our initial appointment.

This document provides details about our services to you and how we charge, so it's important that you read it fully. If there is something you don't understand please ask us to explain it.

Our services

Whatever financial decisions you have to make, the first step towards making the right decisions is to establish a clear understanding of your financial needs.

Our services include:

- **Protection planning:** Most of us want to protect the things that are important to us, our family, business and quality of life. Protection planning can help to provide peace of mind in the event of your income changing due to unexpected events. We can help you plan for the best way to protect you, your family or your business.
- **Mortgage advice:** Whether you're buying your first home, moving home or looking to re-mortgage, our mortgage services are designed to provide you with the best mortgage solution for your needs.

We'll only start work once we have agreed our services and charges with you. We'll give you a copy of our **Client Agreement Mortgage and Protection (terms and conditions)** which will set out the services we have agreed to provide and confirm how much this will cost.

Our advice

Protection Planning

Non-investment protection contracts - we offer advice regarding non-investment protection products such as term assurance, income protection and critical illness from a range of insurers. We will provide you with advice and arrange the contract on your behalf after an assessment of your personal needs circumstances.

General Insurance Contracts - we offer accident, sickness & unemployment (ASU). We will provide you with advice and arrange the contract on your behalf after we have assessed your demands and needs for a particular type of insurance.

Mortgage advice

We advise on mortgages for business and non-business purposes and first charge and second charge loans. We advise on a comprehensive range of mortgages from across the market, but not deals that you can only obtain by going direct to a lender. Our advice will be based on the most suitable mortgage product included within the range available to intermediary firms.

Alternative finance options

You should note that where we provide services in relation to increased borrowing on an existing mortgaged property there may be alternative options available to you that may be more appropriate. For example:

- You may be able to obtain a further advance from your existing lender, or obtain an unsecured loan for the additional funds.
- Where your existing mortgage is a first charge against the property, a second charge mortgage may be available and
- Where your existing mortgage is a second charge a first charge loan may be available.

Our charges

The way we are paid for our services may depend on the type of advice given. Typically this will be:

- **Insurance business:** fees agreed and paid by you or commission payable by the insurance provider, which is a percentage of the total annual premium
- **Mortgage business:** fees paid by the lender and agreed fee is applicable paid by you

Our actual charges and fees (in pounds and pence) will be agreed with you before we do any work and we'll explain your payment options too. We'll also let you know where any fees are subject to VAT.

Initial charges

Service description	Charges
Advice relating to Mortgages Services as above, but with a focus on mortgage advice	<p>Our typical charge for our mortgage services is £250, payable when you apply for the mortgage</p> <p>We will receive and retain commission from the mortgage lender, which will be disclosed on the Key Facts Illustration or European Standardised Information Sheet (ESIS) you will receive in relation to your recommended mortgage.</p> <p>Here's an example of our charges, if we arrange a £150,000 mortgage for you, we would receive: Our fee = £250 Commission from the lender = £400 Total received by us = £650</p>

<p>Advice relating to non-investment protection contracts</p> <p>Service as above, but with a focus on protection advice</p>	<p>No fee is charged directly to you for our protection advice. We will receive a commission from the provider, which will be disclosed on the Illustration you will receive in relation to your recommended product.</p>
<p>Payment options</p>	
<p>Initial charges can be paid in a number of ways:</p> <ul style="list-style-type: none"> • You can pay our adviser charges by cheque, standing order or direct debit instruction; such payments are to be made to our parent organisation 'pi financial ltd'. We do not accept payments by cash. Our charges will become payable on completion of our work and should be settled within 28 business days. You will be provided with a receipt upon payment. • Mortgage Business: We charge a fee of £250.00 for providing advice and submitting your mortgage application. This fee becomes payable at application stage. We will receive and retain a commission from the lender when your mortgage completes. This amount will be confirmed by the lender in their disclosure document. We may receive a procuration fee or commission from the lender in relation to a mortgage product we have arranged for you. We'll tell you the amount before we carry out business for you. Where we receive a commission from a lender, we will not offset our fee by the same amount. • Protection Business: You can pay for our advised protection services by commission. Where we are paid by commission we will tell you the amount before we carry out any business for you. 	

Other charges

Depending on the services we provide, there may be costs and charges (including taxes), not charged by us, but related to the financial products we arrange for you. These charges may be one-off charges (payable up front) or charges payable on an ongoing basis. For example:

- **Mortgage costs:** There may be additional costs and charges related to the mortgage product we recommend. You'll receive a Key Facts Illustration / European Standardised Information Sheet when considering a particular mortgage which will tell you about any fees relating to it.


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

- No refund if we have carried out credit searches/research/ product options and sourced a suitable provider.
- We'll always disclose any third party costs as part of making our recommendations.

Date of issue		
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Client name(s):	
Client signature(s):	
Date:	

Signed on behalf of Lucy Jones Financial Services

Adviser name	Lucy Jones
Adviser signature:	
Date:	