



about our services and costs



METCALF MOAT
IFA LIMITED

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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 to 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 company

Insurance

- We offer products from a range of insurers for life and health insurance
- 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 products from a single lender

3. Which service will we provide you with?

Investment

- We will advise and make recommendations for you after we have assessed your needs.
- You will not receive advice or recommendations 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 life 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 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

Not all firms charge for advice in the same way. We will discuss your payment options with you and answer any questions you have. We will not charge you anything until you have agreed how we are to be paid. **We have ticked the payment options we offer.**

- Paying by fee.** Whether you buy a product or not, on completion of our work, 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 increase your investment amount.

Our typical charges are:

Director	£150 - £200 per hour
Financial Adviser	£100 - £150 per hour
Administration	£30 per hour

We will confirm the rate we will charge in writing before beginning work and 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 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. We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier. 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 £10,000 in a unit trust we would receive commission of 5% of the amount invested (£500) and 1% of the value of the fund (roughly £100 every year).
- If you pay £100 a month into a personal pension (with a term of 25 years) then we would receive commission of £900 initially plus 1% of your fund value each year.
- If you pay £100 a month towards a whole life policy then we would receive £1269.60 initially plus £30 each year from year 4.

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). In some circumstances, we may charge you a combination of fee and commission. The fee will not exceed the rates shown in this document. We will agree the rate we will charge before beginning work and we will tell you if you have to pay VAT. The fee will become payable on completion of our work. 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. We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

Where we charge a combination of fees and commission, our maximum rates are set out in the fee information and the commission sections above. **In addition to the above we may charge a fee on a different basis for a specific transaction or project but we will agree this with you in advance.**

Insurance

- A fee of £150 for arranging the insurance payable on application. The remainder of our fee will be payable once the insurance has been underwritten and acceptable terms have been offered by the insurance company. As an example, our fee could be in the region of £1000 and is dependent on the complexity of your requirements. We will offset the commission we receive from the insurance company.
- No fee where the level of commission payable by the insurance company is sufficient to cover our fee. As an example, our fee could be in the region of £1000 and is dependent on the complexity of your requirements.

You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy.

If you subsequently cancel an application for insurance we will charge a fee of £275 to cover the costs involved in researching and administering your application.

Mortgages

- No fee where the level of commission payable by the lender is sufficient to cover our costs. As an example, our fee could be in the region of £1000 and is dependent on the complexity of your requirements.
- For Mortgages in excess of £125,000, a fee of £150 is payable when you apply for a mortgage and the remainder of our £295 fee is payable at the point of mortgage offer. We will also be paid commission by the lender.
- A Fee calculated as follows:
 - On a mortgage of up to £125,000 a minimum fee of £750
 - On a mortgage between £125,001 to £225,000 a fee of 0.6%
 - On a mortgage between £225,001 to £325,000 a fee of 0.55%
 - On a mortgage between £325,001 to £500,000 a fee of 0.5%
 - On a mortgage of £500,001 plus a fee of 0.4%

Any commission we receive from the lender will be refunded to you.

For example, on a mortgage loan of £175,000 the total you would pay us after the refund of commission would be £437.50, assuming the commission is calculated at the rate of 0.35%.

You will receive a key facts illustration when considering a particular mortgage, which will tell you about any charges relating to it.

Refund of charges

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

- A full refund if the firm rejects your application (other than in the event of non-disclosure to us of a material fact).
- If the purchase falls through and you go ahead with an application for a different property we will transfer the charge to the new application.
- No refund if you decide not to take out a mortgage. We will make a total charge of £295 to cover the costs involved in researching and administering your application.

5. Who regulates us?

Metcalf Moat IFA Limited, Cardinal House, 27 Station Square, Petts Wood, Kent BR5 1LZ is authorised and regulated by the Financial Services Authority. Our FSA register number is 440915.

Our permitted business is advising on and arranging life assurance, pensions and unit trust business, non-investment insurance contracts and mortgages. We refer clients to T&R Direct for Mortgage Payment Protection Insurance and Buildings and Contents Insurance.

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

A summary of our procedures for handling complaints is available on request from the address at the beginning of this document.

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

...in writing Write to: Metcalf Moat IFA Limited, Cardinal House, 27 Station Square,
Petts Wood, Kent, BR5 1LZ

...by phone Telephone: 01689 891919

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.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% 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.

TERMS OF BUSINESS

A. OUR INVESTMENT SERVICES

- **Client Categorisation**

As a result of the implementation of the Markets in Financial Instruments Directive we will treat you as a Retail Client unless we agree with you otherwise. Retail Clients have the highest level of protections under the new regime.

- **Accounting to You**

We will make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward to you all documents showing ownership of your investments as soon as practicable after we receive them; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.

To ensure that our recommendations remain relevant to your circumstances, we suggest that we conduct regular reviews. It is recommended that you contact us again in 12 months to arrange a further meeting. You can, of course, get in touch with us before then if your circumstances change.

- **Investment Objectives and Restrictions**

Following the issue of this letter any subsequent advice or recommendation offered to you will be based on your stated investment objectives, acceptable level of risk and any restrictions you wish to place on the type of investments or policies you are willing to consider. Details of your stated investment objectives will be included in the suitability letter we will issue to you to confirm our recommendation. Unless confirmed in writing, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

- **Right to Withdraw**

In the case of a non-packaged product ISA or PEP recommendation we will inform you in writing of any right to withdraw or cancel you may have or, if it is the case, we will inform you in writing that no such rights will apply.

- **Clients Risk**

You are advised that because investments can fall as well as rise, you may not get back the full amount invested. Past performance is not necessarily a guide to future performance.

Metcalf Moat IFA Limited does not handle clients' money. We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

B. OTHER INFORMATION

- **Material Interests**

Metcalf Moat IFA Limited offers independent advice, but occasions can arise where we, or one of our other clients, will have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interests, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

- **Termination of Authority**

You or we may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated, which will be completed according to these terms of business unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees, which may be outstanding.

- **Data Protection**

We will hold all information about you in line with the requirements of the Data Protection Act 1998. In giving us personal information, you agree to us providing this information to third parties such as product providers and credit reference agencies. This is to allow us to meet with the record-keeping and regulatory requirements of the Financial Services Authority. The aim is to protect you under the Financial Services and Markets Act 2000. You and your agents are able to see all information we hold relating to you at any time.

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully. If you do not understand any point please ask for further information.