



about our services and costs

Keith Higginson Financial Services Ltd

The Office, Llys-Teg, Cold Blow, Narberth,
Pembrokeshire, SA67 8RR

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document has been 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 life assurance, critical illness cover and income protection.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

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

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for life assurance, critical illness cover and income protection. You will not receive advice or a recommendation from us for life assurance, critical illness cover and income protection
- 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

You will pay for our services on the basis of fee, commission or a combination of both 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 completion of our work. 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.

Hourly Rate:- We will confirm the rate we will charge in writing before beginning work. Our typical charges are:

- Director £100 per hour
- Administration £25 per hour

To service investment and pension funds, we will charge 0.5% per year of the value of the investment, but at the same time we will reduce our hourly rate to £80.

Fixed fee:- A one-off fixed fee of £100 to advise and arrange non commission paying products, such as cash deposit accounts and National Savings.

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 to us up front, that does not mean that 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.

If you invest a lump sum of £10680 in an individual savings account (ISA) we would received commission of 3% of the amount invested (£320.40) and 0.5% of the value of the fund (roughly £53.40 every year).

If you invest a lump sum of £50000 in an Investment Bond we would receive commission of 1% of the amount invested (£500) and 0.5% of the value of the fund (roughly £250 every year).

If you pay £100 a month into a personal pension (with a term of 25 years) then we would received commission of £460.80 initially.

If you pay £100 a month towards a whole of life policy, then we would receive £958.80 initially plus £30.00 each year from month 24

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 for life assurance, critical illness cover and income protection.

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

5. Who regulates us?

Keith Higginson Financial Services Ltd is authorised and regulated by the Financial Services Authority. Our FSA Register number is 221540

Our permitted business is advising on and arranging life assurance, pensions and investment products.

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 Keith Higginson, The Office, Llys-Teg, Cold Blow, Narberth, Pembrokeshire, SA67 8RR
By phone: Telephone 01834 860508

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 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

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