



about our services and costs

Regency Financial Services

Keepers Cottage
Orpington by-Pass
Badgers Mount
Sevneoaks
Kent TN14 7AG

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 offer products from the whole market.
- We only offer products from a limited number of companies. Ask us for a list of the companies whose products we offer.
- We only offer products from a single group of companies.

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.

We offer a full financial planning service or alternatively can provide specific advice on:

- savings and investment,
- protecting yourself and/or loved ones in the event of death, serious illness or disability,
- retirement planning.

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

Investment

You will pay for our services on the basis of commission (through product charges) and/or fee. We will discuss your payment options with you and will 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'.

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

Hourly Rate

Director/Financial Adviser - **£165.00**
Administration - **£45.00**

Lump sum

Investments up to - £50k - **£50k – 3%**
Investments above - £50k - £50K – 2.75%

Reviews

Initial review - £500 - **Free**
Annual review - £250 - Free

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 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 and / or your age.

For example:

- If you invest £5000 in an individual savings account (ISA) we would receive commission of 3% of the amount invested (£150) and 1% of the value of the fund (roughly £50 every year).
- If you pay £100 a month into a personal pension (with a term of 25 years) then we would receive commission of £1200.
- If you pay £50 towards a whole of life policy then we would receive £500.

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 above sections headed '**Paying by fee**' and '**Paying by commission (through product charges)**'.

Other benefits we may receive

We advise on a range of products from a variety of firms; we may receive certain non-monetary benefits from these firms, which are used to enhance the quality of service we provide to you. Benefits we may receive include access to technical services, information technology support or the supply of product literature. Further information regarding any of these arrangements is available on request.

Information about other costs and associated charges

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

5. Who regulates us?

Regency Financial Services, Keepers Cottage, Orpington by-Pass, Badgers Mount, Sevenoaks, Kent TN14 7AG is authorised and regulated by the Financial Services Authority. Our FSA Register number is **313934**

Our permitted business is to provide investment advice and arrange life assurance, pensions, collective investments (e.g. unit trusts, investment trusts and OEICs), individual savings accounts and general 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

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

...in writing: Write to: **Regency Financial Services, Keepers Cottage, Orpington by-Pass, Badgers Mount, Sevenoaks, Kent TN14 7AG**

...by phone: Telephone **0871 2883 692**

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.

Most types of investment business are covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

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