



about our services and costs



Roxeth House, Shaftesbury Avenue, Harrow,
Middlesex, HA2 0PZ

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 can 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 Private Medical Insurance, Permanent Health Insurance, Life and Critical Illness Insurance.
- We only offer products from a limited number of insurers for Buildings and Contents Insurance and Mortgage Payment Protection Insurance.
Ask us for a list of the insurers we offer insurance from.
- 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/companies.
 - We only offer mortgages from a single lender.
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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
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Insurance

- We will advise and make a recommendation for you after we have assessed your needs for Private Medical Insurance, Permanent Health Insurance, Life and Critical Illness Insurance.
- You will not receive advice or a recommendation from us for Buildings and Contents Insurance and Mortgage Payment Protection Insurance. 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.
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4. What will you have to pay us for our services?

Investment

We offer a full financial planning service. Alternatively, we can provide specific advice on;

- Savings & Investment
- Protecting yourself and/or your dependants in the event of death, serious illness or disability.
- Retirement Planning

You will pay for our services on the basis of fee, commission and/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

| | |
|---------------------|------------------|
| Financial Advisers | £140.00 per hour |
| Administration work | £80.00 per hour |

We will tell you if you have to pay VAT

Lump Sum Investments

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

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|-----------------------|-------------------------|-------------------------|
| Investments of up to: | £50,000.00 | 4.00% of the investment |
| Investments between: | £50,001 and £300,000 | 3.00% of the investment |
| Investments between: | £300,001 and £1,500,000 | 2.50% of the investment |
| Investments above: | £1,500,000 | 1.75% of the investment |

In addition you will be charged 0.5% of the value of the investment at each anniversary to meet the cost of reviews.

We will tell you if you have to pay VAT

Reviews

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

An Initial Financial Review report starting at £330.00

We also offer a range of options for ongoing service should you choose to pay by fee or by a combination of fee and commission.

Bronze Service

We will issue statements on an annual basis and will be available to discuss your investments by telephone at any time. There is no additional charge for this service and the cost is met via the 0.5% annual fee as above.

Silver Service

Your adviser will prepare a personalised annual report and you will be entitled to a review meeting which will last one hour.

The annual fee for this service is £400 (rounded down to £33.33 per month), in addition to the 0.5% annual fee as above.

Silver Plus Service

Your adviser will prepare two personalised reports each year and you will be entitled to a review meeting which will last one hour.

The annual fee for this service is £600 (£50.00 per month), in addition to the 0.5% annual fee as above.

Gold Service

Your adviser will issue personalised reports on a quarterly basis and will meet with you twice each year to review your investments.

The annual fee for this service is £1,400 (rounded up to £116.67 per month), in addition to the 0.5% annual fee as above.

Platinum Service

Your adviser will issue personalised reports on a bi-monthly basis and will meet with you four times each year to review your investments.

The annual fee for this service is £1,800 (£150.00 per month) in addition to the 0.5% annual fee as above.

All fees are payable on a monthly basis via standing order.

We reserve the right to charge for travel time and you may prefer that review meetings are conducted via telephone.

We will tell you if you have to pay VAT

Paying by commission

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 for or your age.

For example;

- If you invest £1,000 in Collective Investments (e.g. Unit Trusts, ISAs) we would receive commission of 3% of the amount you invested (£30.00) and 0.5% of the value of the fund (roughly £5.00) each year.
- If you pay £100.00 each month towards a whole of life policy then we would receive £1,344.
- If you pay £100.00 each month into a Personal Pension or Stakeholder Pension (with a term of 25 years) then we would receive commission of £674.00.
- If you invest £10,000 in an Investment Bond then we would receive commission of 3% of the amount invested (£300.00) and 0.5% of the value of the fund (roughly £50.00) every year.
- If you pay a single amount of £10,000 into a Personal Pension or Stakeholder Pension then we would receive commission of 3% of the amount invested (£300.00) and 0.5% of the value of the fund (roughly £50.00) every year.
- If you purchase an annuity with a single payment of £10,000 then we would receive a commission of 0.5% of the amount invested (£150.00).
- If you pay a single amount of £100,000 into an Income drawdown Plan then we would receive commission of 3% of the amount invested (£3,000.00) and 0.5% of the value of the fund (roughly £500.00) every year.

Paying by a combination of fee and commission (through product charges)

We will 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 completing the 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.

The actual amount we will charge will depend upon 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 Private Medical Insurance, Permanent Health Insurance, Life and Critical Illness Insurance, Buildings and Contents Insurance and Mortgage Payment protection Insurance. We will be paid commission by the product provider.

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

Mortgages

- No fee.
- A fee
- There is no fee for an initial meeting. Should you wish to proceed the following fees will apply;
- Research fee £125.00 payable once research has been presented.
 - Application fee £175.00 payable at the time of application
 - Completion fee £495.00 payable on completion.

We may also receive a commission from the product provider.

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

Refund of fees

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

- A full refund if the lender/company rejects your application..
- A refund if your application falls through.
- No refund [if you decide not to proceed].

5. Who regulates us?

justamo Financial Planning , a trading name of Fiscal Perspectives IFA Ltd of Roexeth House, Shaftesbury Avenue, Harrow, Middx, HA2 0PZ is authorised and regulated by the Financial Services Authority. Our FSA Register number is 223013.

Our permitted business is arranging and advising on investments, pensions (including transfers and opting out of Occupational Pension Schemes), general insurance and mortgages including lifetime mortgages.

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 **Roxeth House, Shaftesbury Avenue, Harrow, Middx, HA2 0PZ** .

...by phone: Telephone **0845 290 3701**.

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 £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

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. 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 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.
