

# keyfacts

## about our services



**The Broughton  
Wilkins Partnership**  
Independent Financial Advisers

158 Moulsham Street  
Chelmsford  
Essex  
CM2 0LD

### 1. The Financial Services Authority

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?

Investments	
✓	We offer products from the whole market and our recommendation will be made following an analysis of 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 the whole market and our recommendation will be made following an analysis of the whole market.
	We only offer products from a limited number of companies.
	We only offer product from a single group of companies

### 3. Which service will we provide you with?

Investments and Insurance	
✓	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 will not: <ul style="list-style-type: none"><li>• Conduct a full assessment of your needs;</li><li>• Offer advice on whether a non-stakeholder product may be more suitable</li></ul>

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

We offer all of our clients an initial no obligation, no charge meeting, to assess what services we can provide and advise you of the likely cost of these services. Once you have asked us to carry out work on your behalf, we will provide you with a personalised Fee Agreement, detailing the work we will undertake and the charges we will make. Typically, our charges are:-

<b>Investments and Pensions</b>	
	<p>Paying by fee - Whether you buy a product or not, you will pay us a fee for our advice and services. We will agree the rate we will charge before beginning work. Currently you do not have to pay VAT on our fees.</p> <p style="text-align: center;">Our charges are currently:                      £150 per hour</p> <p>✓ Where an investment is transacted, we charge an initial investment fee of up to 3% of the sum invested, plus an annual management fee of 0.5% of the ongoing fund value. This can be paid directly by you, or taken from the sum invested. Whichever option is chosen, the fee will be used to offset the fee you have accrued on our hourly rates. Depending on the sum invested, this may leave a balance still owed through hourly fees. 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.</p>
	<p>Paying by commission - We do not offer this option for investment based products.</p>
	<p>Paying by a combination of fee and commission (through product charges) - We do not offer this option for investment based products.</p>
<b>Insurance</b>	
	<p>Paying by fee - Whether you buy a product or not, you will pay us a fee for our advice and services. We will agree the rate we will charge before beginning work. Currently you do not have to pay VAT on our fees.</p> <p style="text-align: center;">Our charges are:                      £150 per hour</p> <p>✓ 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.</p>
	<p>Paying by commission (through product charges).</p> <p>✓ For most types of protection based products, we will 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. 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 a transaction, but you may ask for this information earlier.</p> <p>Commission will be used to offset our fees. Commission will be used to offset the fee you have accrued on our hourly rates.</p>
	<p>✓ Paying by a combination of fee and commission (through product charges). We will discuss this with you, based on your individual circumstances.</p>

## 5. Who regulates us?

The Broughton Wilkins Partnership, 158 Moulsham Street, Chelmsford, Essex, CM2 0LD, is authorised and regulated directly by the Financial Services Authority (FSA). Our FSA reference number is 195273.

Our permitted business is:-

- Advising on and arranging investments
- Advising on and arranging pension transfers and pension opt-outs
- Advising on and arranging non-investment insurance contracts
- Arranging (bringing about) deals in investments

You can check this on the FSA's Register by visiting the FSA's website, which can be found at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA.

## 6. What to do if you have a complaint

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

In writing to                      The Broughton Wilkins Partnership  
    158 Moulsham Street  
    Chelmsford  
    Essex, CM2 0LD

By telephone on                01245-392900

If you cannot settle your complaint with us you may be entitled to refer it to the Financial Ombudsman Scheme.

## 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.

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