Financial Fortress, Bowman House, 33 Bold Square, Chester, CH1 3LZ

T: 01244319962 **E:** info@financialfortress.co.uk **W:** www.financialfortress.co.uk

The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed 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.

Whose products do we offer?

Investments and pensions;

☑ **Independent advice –** We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.

☐ **Restricted advice –** We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.

☐ **No advice -** 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.

Insurance;

☑ We offer products from a range of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover.

☐ We only offer products from a limited number of insurers for non-investment insurance contracts. Ask us for a list of the insurers we offer insurance from.

☐ We can offer products from a single insurer for non-investment insurance contracts. We only offer our own products for non-investment insurance contracts.

Which service will we provide you with?

Investments and pensions;

☑ **Independent advice –** offer an independent advice service. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. We will however only make a recommendation when we know it is suitable for you.

☐ **Restricted advice –** We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.

☐ **No advice -** 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.

Insurance;

☑ **Non-investment protection contracts -** We will provide you with advice on non-investment protection products e.g. term assurance, income protection and critical illness from a range of insurers, which is based on a 'fair and personal' analysis of the market.

☐ You will not receive advice or a recommendation from us for non-investment insurance contracts. 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.

What will you have to pay us for our services?

General

You will pay for the majority of our services on the basis of an adviser charge (with the exception of insurance products where we receive a commission from the product provider). Our most common method of calculating the charge is based on a percentage of the amount you invest although alternative methods such as a fixed fee or hourly rates can be agreed. 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.

The cost of our valued service proposition

We provide you with an initial consultation free of charge. This helps us to understand your financial objectives and will confirm how we can support you in working towards these. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you at this meeting.

Financial Review and Recommendation

There is no charge for this meeting, and it can be a continuation from the initial discussion where agreed, or a further appointment. This process covers the:

- understanding your situation by gathering information about your existing financial arrangements and full personal circumstances.
- understanding of your investment knowledge and attitude and tolerance towards investment risk.
- recommendation of an asset allocation model that matches your investment risk profile and the subsequent assessment and suitability of any existing investments.
- analysis and design of your investment strategy
- presentation of your recommendation.

Arranging and setting up a product

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways:

- Facilitate and deal with all fund and contract administration on your behalf.
- Communicate regularly keeping you informed of progress.
- Provide you with all documentation ASAP in line with your expectations.
- Provide you with confirmation of the actions taken on your behalf in writing.

Your Payment Options, Lump sum investments and transfers

Our charge for this service is based on a percentage of the amount you invest and/or transfer. These charges are applied as follows but are subject to a minimum of £500.00.

- Up to £50,000 – 5%
- £50,001 to £100,000 – 4%
- £100,001 and above – 3.5%

This payment can either be taken from your investment upon receipt by the provider or paid directly by you.

Example 1; if we arrange an investment on your behalf for £5,000 our fee would be £250. As this is less than the minimum fee of £500, we would charge you £250 as the balance.

Example 2; if we arrange investments on your behalf totalling £100,000 our fee would be £4,000. As this exceeds the minimum fee, no other charges would be applied.

Your Payment Options, Regular Premium Investments

Our charge for this service is based on a percentage of the amount you invest. The charge will be calculated as follows:

- 5% of each premium made for the term of your plan

You can pay this directly on commencement of the plan, from the plan itself or separately invoiced via standing order if you prefer.

Example 1; if your monthly contribution is £20 our setting up fee would be £1 per month for the term of the contract.

Example 2; if your monthly contribution is £500 our setting up fee would be £25 per month for the term of the contract.

Your Payment Options, other work not directly resulting in a personal investment or pension

Fixed fee:

We will charge you a fixed fee on negotiation with you after we have established what services you require and based on our estimate of our time and cost of supply. We will provide a written quote prior to agreement and once the presentations are made, we will issue an Invoice within 7 days. These charges are applied subject to a minimum of £500.00. We must receive full payment of the invoice amount within 30 days of issue.

Hourly rate:

Our charge for this service is of £250.00 per hour based on the amount of actual time it takes, we will provide you with an estimate of how many hours we expect this to take, and we will not exceed this without checking with you first. There is however a minimum fee of £500.00 applicable for this service.

Example 1; if we complete work on your behalf and it took us 1 hour. The cost would be £250 (ie: 1 x £250). However as this is less than the £500.00 minimum hourly fee, a total of £500.00 would be invoiced to you.

Example 2; if we complete work on your behalf and the work took 10 hours then the fee would be £2,500.00. As this exceeds the £500 minimum hourly fee, no other charges would be invoiced to you.

Ongoing Service and Reviews

We will discuss the full range of our on-going valued service proposition during our initial consultation. These services include, but are not limited to, providing you with:

- Structured reviews.
- An assessment of your circumstances and any changes to your plans that are needed.
- Regular updates and information regarding your investments.
- A choice of differing levels of support depending on your needs.
- Ongoing support with correspondence and administration issues.

Your Payment Options (ongoing service and reviews)

Details of these different levels of services are contained in our Valued Service Proposition document. We will agree separately the level of on-going services at the time of, or prior to, making our recommendation(s) to you. Our cost is 1% per annum and are based on the value of your investment(s) but taken monthly in arrears.

Example 1; If your investment(s) totalled £50,000 our yearly fee would be £500.

Example 2; If your pension(s) totalled £100,000, our yearly fee would be £1,000.

The amount you pay will fluctuate with the value of your investment(s) or pension(s). If your investment(s) or pension(s) increases in value, the amount you pay us will also increase and if your investment falls in value the amount you pay us will reduce. Any change to the level of services throughout this agreement will result in pro-rata charge being applied.

The charges listed above can be deducted from your investments or paid directly by you. You should note that when paid through the investments it may reduce your personal tax thresholds and/or exemption levels. Where this happens, we will discuss it with you and confirm it in your suitability report. Should you decide to cancel our agreement to provide on-going services you must provide written confirmation of your decision and we will cease your payments for these services within 7 business days and after collection of any due proportion of any period 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.

Our General Insurance and Protection Services and Costs

Similar to our investment services above, we will provide you with a personal and financial review prior to making our recommendation(s) to you. Should you accept our recommendation(s) we will arrange the implementation of this/these for you. The reasons for our recommendations will also be provided to you in a written report. We do not charge a fee for our General Insurance and Protection services as we will normally receive commission from the product provider.

You will not be subject to VAT for this service. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy. It is important you know we act as an intermediary on behalf of you, the customer.

Who regulates us?

Financial Fortress Ltd is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 753489.

Our permitted business is to provide investment advice and arrange life assurance, pensions, collective investments (e.g. unit trusts, investment trusts and OEIC'S) individual savings accounts and general insurance. You can check this on the FCA's Register by visiting the FCA's website: https://register.fca.org.uk/ or by contacting the FCA on 0800 111 6768.

What to do if you have a complaint?

If you wish to register a complaint, please write to Financial Fortress Ltd, Bowman House, 33 Bold Square, Chester, CH1 3LZ or call 01244 319962. A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. More information about the Financial Ombudsman service is available via the web: www.financialombudsman.org.uk or by calling 0800 023 4 567

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 up to a maximum limit of £85,000.
- Non-compulsory insurance business is covered for 90% of the claim, without any upper limit.
- 100% of compulsory insurance is covered.
- Long-term insurance and pensions are 100% protected with no upper limit.