



# about our services and costs

## Arlington Financial Limited

26 Victoria Road  
Hartlepool  
TS26 8DD

### 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 pure protection policies such as term assurance, critical illness, medical and permanent health insurance.
- We only offer products from a limited number of insurers.
- 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.
- We only offer mortgages from a single lender.

### 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 term assurance, critical illness, medical or permanent health insurance.
- You will not receive advice or a recommendation from us for term assurance, critical illness, medical or permanent health 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 mortgages 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 commission only, fee only, 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 the 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.

Our fees are described below. We will confirm the rate we will charge in writing before beginning 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 consulting with you first.

##### Hourly Rate

Our typical charges are:

Senior Adviser	£170 per hour
Qualified Adviser	£140 per hour
Mortgage Adviser	£100 per hour
Paraplanner	£75 per hour
Support Staff	£55 per hour

VAT will be charged in addition to the above fees.

##### Small Self Administered Scheme (SSAS)

For setting up or taking over the administration of a SSAS, we charge an initial fee of up to £3,000.

In addition, we charge ongoing fees as follows:

Monthly service charge	£100 plus 0.5% of the scheme net asset value
Monthly membership charge	£10 per member
Monthly data protection charge	£6.25
Additional SSAS related services	as per the Hourly Rates detailed above

For termination or wind up of the SSAS, we may charge a fee equal to the higher of the balance of the first three years fees or £1,500.

You will be required to sign a more detailed SSAS fee agreement before we begin work.

VAT will be charged in addition to the above fees.

##### Self Invested Pension Plan (SIPP)

For setting up a SIPP, we may charge an establishment fee of up to £1,080.

In addition, we charge ongoing fees as follows:

Monthly administration charge	0.5% of the scheme net asset value
Additional SIPP related services	up to £175 per hour

For termination or wind up of the SIPP, we may charge a fee equal to the higher of the balance of the first three years fees or £500.

You will be required to sign a more detailed SIPP fee agreement before we begin work.

VAT will be charged in addition to the above fees.

##### Ongoing Reviews

In addition to the above, we generally receive up to 1% per year of the value of any investments that we give advice on, for which we will review your investments on an ongoing basis. For more complex cases, this may rise to a maximum of 1.5%. We will confirm what the ongoing charge will be in writing before beginning work.

### **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 from a provider 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 will receive will vary depending on the product, the amount you invest and sometimes how long you invest and your age. For example:

- If you invest a lump sum of £10000 in a pension, unit trust or investment bond we would typically receive commission of up to 4.5% of the amount invested (up to £450) and 1% of the value of your fund (roughly £100 every year).
- If you invest £100 per month in an ISA or unit trust we would typically receive commission of up to £4.50 of each monthly payment and 0.5% of the value of your fund (roughly £12 in year 2, £18 in year 3 and so on).
- If you pay £100 a month into a personal pension (with a term of 25 years) then we would typically receive commission of up to £500 and 1% of the value of your fund (roughly £24 in year 2, £36 in year 3 and so on).
- If you pay £100 a month towards a whole of life policy then we would typically receive commission of up to £2000.

We will tell you how much commission we will be paid 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)**"

Under this arrangement, any commission due will be 'offset' against any fees accrued. Should the fee due exceed the amount of commission due we will invoice you for the difference. Should the commission due exceed the amount of the fee due, we will retain the excess, in accordance with our terms and conditions of business, as collateral to secure payment for future work to be carried out by ourselves on your behalf.

#### **Insurance**

- A fee. 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**" above
- No fee for advising on and arranging term assurance, critical illness, medical or permanent health insurance.

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

#### **Mortgages**

- No fee.** We will be paid by commission from the lender upon completion of the loan.
- Pure Fee.** An administration fee of £195 will be payable (upon completion of the application), together with a fee equivalent to 1% of the total amount borrowed (upon completion of the mortgage), subject to a minimum total fee of £1000. For example, if your total borrowing was £100,000, we would receive a fee of £1,195; similarly if your total borrowing was £30,000, we would receive the minimum fee of £1,000. Under this arrangement, we would refund to you any commission that we are paid by the mortgage lender.
- Combination of fee and commission.** An administration fee of £195 will be payable upon completion of the application. In addition we will be paid by commission from the mortgage lender upon completion of the loan.

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:

- No refund.

---

## 5. Who regulates us?

---

Arlington Financial, 26 Victoria Road, Hartlepool, TS26 8DD is authorised and regulated by the Financial Services Authority. Our FSA Register number is 425305.

Our permitted business is advising on and arranging investments, insurance and mortgages.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://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: Arlington Financial, 26 Victoria Road, Hartlepool, TS26 8DD

... **by phone** Telephone: (01429) 863863

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 up to a maximum limit of £50,000.

### Insurance

Insurance advising and arranging is covered for 90% of claim, without any upper limit.

### Mortgages

Mortgage advising and arranging is covered up to a maximum limit of £50,000

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

---