



## about our services and costs



Chartered  
Financial  
Planners

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Richmond  
Surrey  
TW9 1AE

Tel : 020 8891 6375

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### 1. The Financial Services Authority (FSA)

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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.

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### 2. Whose products do we offer?

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#### 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 our own products.

#### Insurance

- We offer products from a range of insurers for Term Insurance, Critical Illness, Income Protection and Health Insurance.
- We only offer products from a limited number of insurers for Term Insurance, Critical Illness, Income Protection and Health Insurance.  
(Ask us for a list of the insurers we offer insurance from.)
- We only offer our own products for Term Insurance, Critical illness, Income Protection and Health Insurance.

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

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#### 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 Insurance, Critical illness, Income Protection and Health Insurance.
- You will not receive advice or a recommendation from us for Term Insurance, Critical illness, Income Protection and 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.

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

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### Investment

#### *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.

#### *Initial Advice*

We will quote a fixed fee before starting work. This will be based on the complexity of your financial affairs, the value we add, the extent of our responsibilities and the anticipated time it will take to provide the initial advice. Fees start from:

Specific Advice:	£500
Pension Transfer Advice:	£750
Comprehensive Financial Plans:	£1,000

#### *Implementation*

Clients are charged additionally for implementing our recommendations on a strict time expended basis mainly at the published administrator rate - see charge rates below.

Director:	£200 per hour.
Administrator:	£100 per hour.

All fee rates are quoted exclusive of VAT. VAT will be charged at the rate prevailing at the time we issue our fee to you.

We reserve the right to increase the charge rates on the 1st January each year by a maximum of 5%. Any increase in excess of 5% or an increase in the percentage of investments under advice fee will be by written agreement.

#### *Select Wealth Management Service*

Select Service clients receive a 25% discount on initial advice fees and all implementation fees are waived. Thereafter the following ongoing fees apply, determined on a banded basis as follows:

Investments Under Advice	Rate per annum*
First £250,000	1.0% (min £2,000)
£250,001 to £500,000	0.6%
£500,001 to £2,000,000	0.4%
Over £2,000,000	0.2%

(\*Subject to 3.8 on the Private Client terms of business)

To maximise efficiency and provide the highest quality service for our Select service clients, we will utilise an appropriate portfolio administration platform. We have no financial interest in our recommended provider and the client will be charged directly by the provider for this service. Clients are advised of the provider's costs as part of our initial advice.

### **Insurance**

- A fee for Term Insurance, Critical illness, Income Protection and Health Insurance as per investments
- No fee for Term Insurance, Critical illness, Income Protection and Health Insurance – we will receive commission from the insurer.

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

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### **5. Who regulates us?**

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**Tower Hill Associates Limited** is authorised and regulated by the Financial Services Authority. Our FSA register number is 442361.

**Tower Hill Associates Limited** permitted business includes advising and arranging investments and pensions including pension transfers and facilitating transactions and advising and arranging non investment insurance contracts.

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

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### **6. What should you do if you have a complaint?**

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

**Writing:** Tower Hill Associates Ltd, Gainsborough House, 2 Sheen House, Richmond, Surrey TW9 1AE

**Phoning:** 020 8891 6375

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

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### **7. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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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 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.