



about our services and costs



Tel: 01823 624450

Stafford House,
Blackbrook Park Avenue
Taunton, Somerset
TA1 2PX

Fax: 01823 444533

Email: office@acmolefs.co.uk

Web: www.acmolefs.co.uk

1. The Financial Services Authority (FSA)

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?

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 company.

Insurance

- We offer products from a range of insurers for Term Assurance, Mortgage Protection Assurance, Critical Illness Insurance, Private Medical Insurance, Permanent Health Insurance, Buildings and/or Contents Insurance, Accident, Sickness and Unemployment Insurance.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

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, Mortgage Protection Assurance, Critical Illness Insurance, Private Medical Insurance, Permanent Health Insurance, Buildings and/or Contents Insurance, Accident, Sickness and Unemployment Insurance.



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 offer a full financial planning service or alternatively can provide specific advice on:

- savings and investments,
- protecting yourself and/or loved ones in the event of death, serious illness or disability
- retirement planning

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

You will pay for our services on the basis of fee, commission or combination of fee and commission. We will discuss your payment options with you and answer any questions you have. We will not charge you anything until you have agreed how we are to be paid. **We have ticked the payment options we offer.**



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.

We will confirm what we will charge you in writing before beginning work. Our typical charges are:

Hourly Rate

Financial Planner £140 - £200 plus VAT per hour

Administration £40 plus VAT per hour.

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.

Lump Sum

We will confirm what you will be charged in writing before beginning work. The fees charged will be based on a percentage of funds under management, plus a percentage of the fund every year. The actual charge will depend upon the basis on which your money is managed.



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 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 lower. We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier. The amount of commission that we will receive will vary depending on the amount you invest and (sometimes) how long you invest or your age.

For example,

- If you invest £100,000 in an investment bond we could receive commission of 3% of the amount invested (£3000) and 0.5% of the value of the fund (approximately £500) every year.
- If you pay £3600 per annum into a personal pension we could receive £108 initially.

If you choose to pay by commission, this does not automatically provide payment for any ongoing service such as periodic or ongoing reviews.



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

In some circumstances we may charge you a combination of fee and commission. We will agree the rate we will charge before beginning work. 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 we complete an investment, but you may ask for this information earlier.

Where we charge a combination of fees and commission, our typical rates are set out in the fee information and the commission sections above. **In addition to the above we may charge a fee on a different basis for a specific transaction or project but we will agree this with you in advance.**

5. Who regulates us?

AC Mole Financial Services LLP is an appointed representative of Ashcourt Rowan Financial Planning Limited, registered office 6th Floor Vintners Place, 68 Upper Thames Street, London, EC4V 3BJ, which is authorised and regulated by the Financial Services Authority. Our FSA Register number is 444778.

Our permitted business includes advising on and arranging investments, managing investments, advising on and arranging non-investment insurance contracts and advising on and arranging regulated mortgage contracts.

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: The Compliance Officer, Ashcourt Rowan Financial Planning Limited, Vintners Place, 68 Upper Thames Street, London. EC4V 3BJ.

By phone: 0207 653 3580

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 £50,000.

Insurance

Insurance advising and arranging is covered 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.