

keyfacts

about our services



Anderson Lloyd LLP
10 Strangways Terrace, Truro
Cornwall TR1 2NY

Independent Financial Advisors

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?

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 and products we offer.
- We only offer products from a single group of companies. Ask us for a list of the companies and products we offer.

Insurance

- We offer products from a range of insurers for term assurance, mortgage protection, critical illness, permanent health insurance, buildings and contents insurance.
- We only offer products from a limited number of insurers. Ask us for a list of the insurers we offer insurance from.
- We only offer products from a single insurer for the list the types of non-investment insurance contracts.

Mortgages and home reversion schemes

- We offer mortgages from the whole market.
- We can only offer mortgages from a limited number of lenders. Ask us for a list of the lenders we offer mortgages from.
- We only offer a limited range of the 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 term assurance, mortgage protection, critical illness insurance, permanent health insurance, buildings and contents insurance
- You will not receive advice or a recommendation from us for term assurance, mortgage protection, critical illness insurance, permanent health insurance, building and contents 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 and home reversion schemes

- 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.

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

Investment

- Before we provide you with advice, we will give you our keyfacts guide 'about the cost of our services.
- We will tell you how we get paid, and the amount, before we carry out any business for you.

Insurance

- A fee for term assurance, mortgage protection, critical illness insurance, permanent health insurance, buildings and contents insurance.
- No fee for term assurance mortgage protection, critical illness insurance, permanent health insurance, buildings and contents insurance.
- You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy.

Mortgages and Home Reversion Schemes

- No fee. We will be paid by commission from the lender or company
- A fee of £250 payable at the outset. We will also be paid commission from the lender or company.

You will receive a key facts illustration when considering a particular mortgage, or further information about a particular home reversion scheme, which will tell you about any fees relating to it.

Refund of fees

If we charge you a fee, and your mortgage home reversion scheme does not go ahead, you will receive:

- A full refund if the lender or company rejects your application.
- No refund if you decide not to proceed.

5. Who regulates us?

Anderson Lloyd LLP, 10 Strangways Terrace, Truro, Cornwall, TR1 2NY

is authorised and regulated by the Financial Services Authority. Our FSA Register number is 207597

Our permitted business is: Advising and arranging life insurance, pensions, unit trust, mortgages

and general business.

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.

Home reversion schemes are not regulated by the FSA.

6. What to do if you have a complaint

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

In writing: Write to The Compliance Officer, Anderson Lloyd LLP, 10 Strangways Terrace, Truro, Cornwall TR1 2NY

By phone: Telephone 01872 2611800

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Please note that The Financial Ombudsman Service does not consider complaints about home reversion schemes.

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.

Mortgages and home reversion schemes

Mortgage advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000. Again please note that home reversion schemes are not covered by the Financial Services Compensation Scheme.

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

Message from the Financial Services Authority

Think carefully about this information before deciding whether you want to go ahead.

If you are at all unsure about which lifetime mortgage or home reversion scheme is right for you, you should ask your adviser to make a recommendation.

Please remember that home reversion schemes are not regulated by the FSA.