



about our services and costs

Wrightway Financial Consultants Ltd

1 Church Road, Sidcup, Kent,
DA14 6BX

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 group of companies.

Insurance

- We offer products from a range of insurers for term assurance, critical illness and income protection.
- We only offer products from a limited number of insurers for accident, sickness & unemployment (ASU) cover and mortgage payment protection insurance (MPPI)
Ask us for a list of the insurers we offer insurance from.
- 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, income protection, accident, sickness and unemployment cover and mortgage protection 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.

Mortgages

- We will advise and make a recommendation for you on mortgages 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.
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Section 4 – What will you have to pay us for our services?

You will pay for our services on the basis of a fee, or a combination of fee and commission (through product charges). 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 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'.

Hourly Rate

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

Director	£150 per hour
Financial adviser	£125 per hour
Administration	£40 per hour

We will tell you if you have to pay VAT.

Lump sum

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

For the first £150,000	=	3% (e.g. £150,000 x 3% = £4500)
For the next £100,000	=	2% (e.g. £100,000 x 2% = £2,000)
Over £250,000	=	1% (e.g. £50,000 x 1% = £500)

Assuming an investment of £300,000 we would receive £7,000.

We will tell you if you have to pay VAT.

We also offer an ongoing Platinum review service available at a cost of 0.75% or 1.% i.e. £100,000 under investment review = £750 (0.75%) and £100,000 under pension review = £1,000 (1%) . Full details will be provided in a separate document.

We will tell you if you have to pay VAT

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.

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)'.

Paying by commission (through product charges)

If you buy a financial product, we will not normally receive commission on the sale from the product provider. However in certain circumstances in addition to our fee we will also receive commission (through product charges) from the product provider.

Product Charges pay for the product providers 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 higher or lower.

The amount of commission we receive will vary depending on the amount you invest and (sometimes) how long you invest and / or your age.

If you pay £50 per month towards a whole life policy then we would receive £814.

If you buy an annuity assuming an open market option of £100,000 we would receive £1,000

We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.'

Information about other costs and associated charges

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

Insurance

A fee

No fee for advising and arranging term assurance, critical illness, income protection, accident, sickness & unemployment cover and mortgage payment protection 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
- A fee of £250 payable at the outset. We will also get paid commission from the lender.
- A fee of £1,250 payable at the outset. Any commission we receive from the lender will be refunded to you.

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 under any circumstance

5. Who regulates us?

Wrightway Financial Consultants Ltd, 1 Church Road, Sidcup, Kent, DA14 6BX is authorised and regulated by the Financial Services Authority. Our FSA Register number is 208752.

Our permitted business is advising on and arranging investments, non investment insurance contracts and mortgages

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** : Write to Mr S Wright, Wrightway Financial Consultants Ltd, 1 Church Road, Sidcup, Kent, DA14 6BX.

.....**by phone** : Telephone 020 8302 5533

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 £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.

Mortgages

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.

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