



about our services and costs



Sandy Farm Business Centre
Farnham
Surrey
GU10 1PX

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document has been designed by the FCA 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?

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

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

Not all firms charge for advice in the same way. 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 listed below the options available to you.

How our service is paid for. Whether you buy a product or not, on completion of our work, there may be a fee for our advice and services. Fees can either be deducted from your investment via the provider or paid by you separately.

We will confirm the type of fee we will charge before beginning work and 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. Our typical charges are:

<u>Either Percentage Based Fees</u>	
Transfers from other providers	No charge
Investing new capital in standard holding	1.00% of initial investment
Investing new capital in VCT, EIS or IHT products	3.00% of initial investment
On-going management*	
Option 1. Box Hill Portfolio Service	0.80% p.a. of assets under management, or
Option 2. Leith Hill Portfolio Service	0.95% p.a. of assets under management
These payments can either be taken from your investment upon receipt by the policy provider or paid directly by you within 30 days of the commencement date.	
<u>or Hourly Rates (in circumstances set out in your client agreement)</u>	
Adviser/Director	£250 per hour
Taxation Advice	£250 per hour
Administration	£50 per hour
A quotation will be provided and discussed agreed prior to undertaking any work on a per hour basis though true cost will be representative of actual time taken.	
Depending on your requirements and your agreement we may also charge an ongoing management fee.	
VAT may be added to these rates depending on the work being undertaken.	

We provide two levels of on-going annual management to meet our clients varying needs: the Leith Hill Portfolio Service, and the Box Hill Portfolio Service.

Option 1. The Box Hill Portfolio Service is tailored towards clients with portfolios of less than £80,000, who do not require high levels of interaction with their adviser, and do not expect their financial situation or risk attitude to alter significantly over the year. This is ideal for individuals looking to start their ISA and Pension savings with regular contributions, expecting these savings to build up before requiring any major portfolio adjustments.

Option 2. The Leith Hill Portfolio Service is an all-encompassing solution for those looking for a truly personalised service from their adviser, particularly those with portfolios above £80,000 and/or with complex investment strategies where costs can quickly build up. The idea is that you never have to worry about

the cost of arranging a meeting, picking up the phone or sending us an email: there are no hidden charges in managing your portfolio.

A summary of the main differences between the two on-going management service levels are set out below.

	Box Hill Portfolio Service	Leith Hill Portfolio Service
Annual Review Meeting	✓	✓
Half Yearly Review Meeting	✘	✓
Annual Valuation	Paper or Electronic	Paper or Electronic
Valuations on request	Electronic	Paper or Electronic
Ad-hoc Meetings (Unlimited)	Cost per hour*	✓
Portfolio Construction & Monitoring	✓	✓
Reviewing implications of legislative changes on your portfolio	✓	✓
Advised Fund Switches Within Portfolio	0.5% of the investment value switched	✓
Professional Services: for example, providing strategic updates to accountants, solicitors as needed	Cost per hour*	✓
Review of Wills & Discussion	Cost per hour*	✓
Full administration support: to arrange payments, withdrawals etc.	✓	✓
Telephone & Email Advice	Up to 3 hours per annum, then cost per hour*	✓
Written half yearly review with investment update	✘	✓
Quarterly Newsletters & Budget/Autumn Statement Updates	✓	✓
Access to Investment Manager Videos	✓	✓
Client Website Portal	✓	✓
Cost	0.8% per annum of assets under management	0.95% per annum of assets under management

*cost per hour as hourly rates set out previously.

If fees are deducted from your investment then this will reduce the amount left for investing. We will tell you how much the fees will be before you complete an investment and provide you with a personalised illustration, but you may ask for this information earlier.

5. Who regulates us?

Surrey Downs Financial Services Limited is regulated and authorised by the Financial Conduct Authority under Financial Services Register Number 787019. You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

Our permitted business is advising on and arranging Investments, Pensions and Non-Investment Insurance.

You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

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

....in writing **Surrey Downs Financial Services Limited, Sandy Farm Business Centre, Farnham, Surrey, GU10 1PX**

....by phone **01483 338 678**

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. If you are classified as an eligible complainant, and you do not feel that your complaint has been resolved satisfactorily by our compliance department, you are able to refer your complaint to the Financial Ombudsman Service, an independent organisation that was established to resolve disputes between financial institutions and their customers. Information on can be found at their website www.financial-ombudsman.org.uk or by writing to Financial Ombudsman Service at:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

The Financial Ombudsman Services can be contacted by calling 0800 023 4567 or e-mailing complaint.info@financial-ombudsman.org.uk.

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.

Most types of investment business are covered up to a maximum limit of £50,000

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