



®

about our services and costs

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 life assurance, pensions and investment market within our authorisation.
- 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.

Insurance

- We offer products from a range of insurers for - Term/reducing term Insurance, PHI, Medical & Critical Illness cover, and mortgage related General Insurance.
– Ask us for a list of the Insurers we offer insurance from.
- 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.

Home Finance Products

- We offer regulated mortgages and equity release products from the whole market.
- We only offer mortgages and equity release products from a limited number of companies. - Ask us for a list of the companies we offer mortgages and equity release products from.
- We only offer mortgages and equity release products from a single company.

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 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/reducing term Insurance, PHI, Medical & Critical Illness cover and mortgage related General Insurance
- You will not receive advice or a recommendation from us on - Term/reducing term Insurance, PHI, Medical & Critical Illness cover, or mortgage related General Insurance. We may ask 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.

Home Finance Products

- We will advise and make a recommendation for you on regulated mortgages and equity release products after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask questions to narrow down the selection of regulated mortgages and equity release 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

You will pay for our services on the basis of you choosing either – FEES charged and invoiced to you by our Advisers / Appointed Representatives or – COMMISSIONS paid to us by the relevant product provider / lender / insurer.

Paying by Fee

Whether you buy a product or not, you will pay us a fee for the advice and services of our Advisers / Appointed Representatives, which will become payable on completion of their work. If we also receive commission from the relevant product provider / lender / insurer 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

Our Advisers / Appointed Representatives will agree with you the rate to be charged before beginning any work. Any fee agreed will be subject to a separate Fee Agreement and you will be told if you have to pay any VAT.

Our typical hourly rates are:

- Principal – up to £150/hour.
- Financial Adviser – up to £100/hour
- Administration - £45/hour

You may ask us for an estimate of how much in total might be charged or ask us to quote for a particular project . You can also ask us not to exceed a given amount without checking with you first.

Paying by Commission(through product charges)

If You buy a financial product, we will normally receive commission on the sale from the relevant product provider / lender / insurer. 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 product 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 higher or lower.

The amount of commission we receive will vary depending on the amount you invest and (sometimes) how long you invest for, or your age. For Example –

- If you invest £10,000 into a Single Premium Bond, we would receive commission of between 5% and 7% of the sum invested (£500 / £700).
- If you pay £100/month into a Personal Pension Plan (with a term of 25 years) then we would receive commission of 6% of your first 24 payments in year 3 (£144) and then 0.25% of the value of your fund each year, for the remainder of the term.
- If you pay £100/month into a Whole Life Policy at age 40, then we would receive 90% of the first 12 months payments (£1080) initially and 2.5% (£30) per year of all payments from month 48.

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

Insurance

A fee for any – Term/reducing term Insurance, PHI, Medical & Critical Illness cover and mortgage related General Insurance we arrange for You.

No additional fee for any –Term/reducing tem Insurance, PHI, Medical & Critical Illness cover and mortgage related General Insurance arranged for you by us.

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

Home Finance Products

No fee. Instead, we will be paid a “Procuration Fee” or commission by the lender / provider.

The relevant lender / provider may charge you an Arrangement, Booking, or Valuation Fee, and may pay us commission in respect of Your mortgage or equity release product. Any fees charged by our Advisers and Appointed Representatives will be limited to either – A flat fee of £500 payable at the outset or, a fee on completion of the transaction of up to 1% or £3,000 if lower. Such fees will be advised to you, and your written agreement sought before you proceed.

You will also receive a Key Facts Illustration when considering a particular mortgage / product which will tell you about any fees relating to it. All fees and commissions applicable will be disclosed to you in writing.

Refund of Fees

If our Advisers or Appointed Representatives charge you a fee and your mortgage or equity release product does not go ahead, You will receive:

- A full refund if the lender / provider rejects your application.
- Normally, no refund if you decide not to proceed or if your application is rejected. However, We may at our absolute discretion agree to a refund of up to one-third of the fee charged.

5. Who regulates us?

Julian Harris Financial Consultants are authorised and regulated by the Financial Services Authority. Our FSA Register number is 153566 and Our permitted business is - advising on and arranging life, pensions, investments, mortgages, equity release products and related general insurance policies and services. We are responsible for the advice given by and the activities of, our Advisers and Appointed Representatives. You can check this on the FSA's Register, by visiting the FSA's website on (www.fsa.gov.uk/Register) or by contacting the FSA on (0845) 606 1234

Julian Harris Financial Consultants is associated with Julian Harris Mortgages LTD

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
Julian Harris Financial Consultants
Julian Harris House
Musgrove
ASHFORD TN23 7UN
Kent

.....**by phone** Telephone – (01233) 661960

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 Business-

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 and equity release 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.

This Document should be read in conjunction with Our Client Agreement supplied