



about our services and costs



a Monmouthshire Building Society Group Company

**Monmouthshire House
John Frost Square
Newport
NP20 1PX**

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document has been 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 offer products from the limited number of companies.
 - We offer products from the single group of companies.
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Insurance

- We offer products from a range of insurers for non-investment life assurance (including mortgage protection), Critical Illness protection and Income protection.
 - We can only offer products from a limited number of insurers.
 - We can only offer products from Assurant Solutions & Paymentsshield for Accident, Sickness and Unemployment Insurance.
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Mortgages

- We offer mortgages from the whole market.
 - We can only offer mortgages from a limited number of Lenders.
 - We can only offer mortgages from a single Lender.
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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

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

- Savings & Investment
- Protecting yourself and/or loved ones in the event of death or serious illness or disability.
- Retirement Planning but this **WILL NOT** include Occupational Pension Transfers

We may refer you to a Pension Transfer Specialist in relation to the transfer of Occupational Pension Schemes, if appropriate to do so.

Insurance



We will advise and make a recommendation for you after we have assessed your needs for non-investment life assurance (including mortgage protection), Critical Illness Cover and Income Protection.



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 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

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.

Paying by Fee

Whether you buy a product or not, you will pay us a fee for our advice and services. The fee will not exceed the rates shown in this document. We will agree the rate we will charge before beginning work and we will tell you if you have to pay VAT. The fee will become payable on completion of the work. If we also receive commission from the product provider when you buy a product, we will pass on the full value of the commission to you in one or more ways. For example: we could reduce our fees; or reduce the product charges; or increase your investment amount; or refund the commission to you.

Our typical charges are:

| | |
|--------------------------|--|
| Discovery | £0 - £200 per hour |
| Research & Investigation | £100 per hour which can be offset through commission |
| Financial Plan | £200 per hour which can be offset through commission. |
| Implementation | Up to 4% of the amount invested either as an agreed fee or commission. |
| The Client Relationship | 0.5% customer agreed fee per annum |

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 commission through Product Charges

If you buy a financial product we may 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. These charges reduce the amount left in the 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 how long you invest for or your age.

For example:

If you invest £7,200 into an Individual Savings Account (ISA) we would receive commission of 3% of the amount invested (£216.00) and 0.5% of the value of the fund every year. This may typically be £3.60 every year but will depend on the value of the fund which may be higher or lower.

If you pay £100 per month into a Personal Pension with a term of 25 years we would receive commission of £324 initially and 0.5% of the fund value per year.

If you pay £100 per month for a Whole of Life plan we would receive £1,339.20 initially plus 2.5% of all payments from year 4.

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

We may charge a combination of fee and commission. The actual amount 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”**

Insurance

- A fee
 No fee

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

Mortgages

- No fee.
- A fee of £[] payable at outset / when you apply for a mortgage / upon completion. We will / will not be paid a fee by the Lender. We will invoice you for the fee and payment will become due immediately.

You will receive a key facts illustration when considering a particular mortgage, which will tell you about any fees relating to it.

Refund of fee

- A full refund if the Lender rejects your application.
- A refund of £[] if your application falls through.
- No refund

5. Who regulates us?

Monmouthshire Independent Financial Advisers Limited, Monmouthshire House, John Frost Square, Newport NP20 1PX is authorised and regulated by the Financial Services Authority. Our FSA Register number is 185037.

Our permitted business is Advising and arranging Investments, Pension, Mortgages and Non Investment Insurance 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. Loans and ownership

Monmouthshire Building Society owns 100% of our share capital

7. What to do if you have a complaint

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

...in writing: Write to The Complaints Department, Monmouthshire House, John Frost Square, Newport NP20 1PX.

...by phone: Telephone 01633 844456

... by fax: 01633 844459.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

8. 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 up to a maximum limit of £50,000

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Mortgages

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

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

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