



about our services and costs

Fordyce & Playle Limited

Etico House, Highgate Works, Highgate
Green, Forest Row, East Sussex, RH18 5AT

1 The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is 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?

Investment

Please refer to section 3 of this document.

Insurance

We offer products from a range of insurers for Term Assurance, Critical Illness, Private Medical Insurance and Mortgage Payment Protection.

We only offer products from a limited number of insurers for Term Assurance, Critical Illness, Private Medical Insurance and Mortgage Payment Protection.

Ask us for a list of the insurers we offer insurance from.

We only offer products from a single insurer for buildings and contents insurance. This insurer is Halifax Home Insurance Choices underwritten by Legal & General Insurance Limited.

Mortgages

We offer a comprehensive range of mortgages across the market, but not deals that you can only obtain by going direct to a lender.

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

Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.

- No advice – 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.

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for all types of non-investment insurance contracts that we deal with including Term Assurance, Critical Illness, Private Medical Insurance etc. Full details are available on request
- 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.
- In relation to buildings and contents insurance, we will only give you information from the single insurer we deal with.

Mortgages

- We will advise and make a recommendation for you on mortgages after we have assessed your needs.
- We also offer an 'execution only' service. If you choose this service you will not receive any advice or any recommendations from us. For regulatory reasons we are not permitted to offer this service to all customers. Please ask for further details.

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

INVESTMENT

You will pay for our services on the basis of a fee/adviser charge or a combination of both. We will discuss the method of payment and answer any questions you have and will not charge you until we have agreed with you how we are to be paid.

All fee amounts quoted below are exclusive of VAT, expenses and disbursements; these will be added to the invoice if applicable.

Advised services

For our advised services, you will pay us via an adviser charge.

Initial advice service

Our initial advice will be appropriate for you, based on your requirements and circumstances at that time. We will not ensure that any initial advice remains suitable for you at a later date, unless you select to receive ongoing services from us.

Ongoing services

In addition to our initial advice services, you could ask us to undertake further services on an ongoing basis. Details of any ongoing services that we offer are detailed later within this document.

Our typical adviser charges are noted below. The exact amount may be more or less than this, but will be specifically agreed with you based on the work you ask us to do for you.

We will confirm the actual adviser charges in writing within our separate 'Services & Payment Agreement', before providing our services to you.

If we do not agree a fixed adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

The cost of our services

Payment for initial advice services

Before we provide any services to you, we will gather information about your circumstances and needs.

We will not make a charge for this.

After this we will charge you a one off fixed 'adviser charge' assuming that we are not receiving any form of payment from the provider that will offset this, and this is based on your specific needs and circumstances. We will tell you how much the initial adviser charge will be before completing any investment or pension, but you may ask for this information earlier.

Typical fees are £200 for setting up a pension plan, £500 for transferring a pension plan, £500 for investment advice.

In the majority of cases we will receive a fee from the provider for arranging a mortgage or non-investment insurance and this will be offset against any fee that would be charged.

Payment for ongoing services

There will be an additional charge for any ongoing work, such as periodic or ongoing reviews we carry out on your behalf. We will confirm the rate, frequency and length of any ongoing service(s) before commencing that ongoing service.

Ongoing services offered:

- Ongoing meetings
- Reporting
- Investment Management
- Contact
- Administration
- Professional services

Before we carry out any ongoing service for you we will advise you of what we intend to review or arrange on your behalf and we will advise you the amount that will be charged prior to the commencement of that work. For example should you choose a twice-yearly review then the charge for this service would be £100 for each review. The timing of the payment can be negotiated with the adviser and you should request more details on this if you would like this type of arrangement.

Your payment options

Independent advice service

Whether you buy a product or not, you will pay us an adviser charge for our advice and services which will become payable on completion of our work.

You will be required to settle the payment of your adviser charge on completion of our work within 28 business days. We accept cheques. We do not accept payment by cash. You will be provided with a receipt upon payment.

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 will of £150 for advice being given for Term Assurance, Critical Illness, Private Medical Insurance, Mortgage Payment Protection and buildings & contents insurance, and this will be payable at outset and full details will be given to you in writing.
- No fee for advising on buildings & contents insurance or any of the above, providing a payment is being received via the product provider.

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

MORTGAGES

- No fee, a procurement fee will be paid by the lender.
- A flat fee of £200 will become payable at outset. In addition we will retain any procurement fee paid to us by the lender.

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

EXECUTION ONLY SERVICE

- No fee, a procurement fee will be paid by the lender.

Refund of fees

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

- A full refund if the lender rejects your application and there will be no refund in any other circumstances..

5 Who regulates us?

Fordyce & Playle Limited, Etico House, Highgate Works, Highgate Green, Forest Row, East Sussex, RH18 5AT is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 624557.

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

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/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:

Write to G A Playle, Fordyce & Playle Limited, Etico House, Highgate Works, Highgate Green, Forest Row, East Sussex, RH18 5AT

...by phone: Telephone 01342 826741

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 up to a maximum limit of £50,000.

Insurance

Insurance advising and arranging is covered for 90% 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

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.

DATA PROTECTION NOTICE – FORDYCE & PLAYLE LIMITED



DATA PROTECTION ACT 1998 – HOW WE USE YOUR PERSONAL INFORMATION

We collect data about you and your family during our initial and other meetings with you. We will also collect data about you and your family from other people. We collect the data through note-taking and filling in of questionnaires about you and your family's circumstances.

We may make checks with credit rating agencies to authenticate and verify your identity and credit status. We also make checks with organisations with whom you have policies of insurance and investments and with your mortgage provider. These checks are to help us with our legal obligations and to ensure that we provide you with advice that suits your circumstances. The scope and extent of the gathering of information from third parties depends on what type of service you are taking from us.

How is your information used?

Primarily, we use your data and data about your family's circumstances to provide advice to you and complete transactions on your behalf. We analyse and assess your data to maintain and develop our relationship with you.

Depending on the instructions we receive from you, we may pass your data to other professional advisers to enable us to provide advice most suited to your circumstances. Usually, this would be referrals to local accountants, solicitors, tax advisers and sometimes to specialist advisers in the financial and insurance industry where you may benefit from the expertise of such third parties. We, and any third party specialist advisers to whom we introduce you, will, of course, pass your data to organisations when you agree to purchase or amend policies and products.

We will retain your data according to the statutory requirements for regulated products. For instance, if you are given specialist pension advice, the data will be retained indefinitely. If you want details of the statutory retention periods for various product types please contact us and we will obtain the latest legal position on your behalf.

We may be required to share your data with our regulator and other third parties including our auditors or insurers.

Your right to a copy of your personal data

Under the Data Protection Act you have a right, on payment of a fee, currently £10, to obtain a copy of the personal information that we hold about you. If you believe that any information held is incorrect or incomplete, you should contact the Data Protection Officer at our usual address. Any information that is found to be incorrect or incomplete will be amended promptly.

Thank you for your time and I confirm that we are at all times committed to making sure that, as you are a customer of a company authorised directly by the Financial Conduct Authority, you receive the best service and products available in the marketplace.

Our products and services

We have a wide portfolio of financial products available to us. We believe these are some of the best and most appropriate in the marketplace. There may be times when we feel that a service or product may be of interest to you. In order to make you aware of these services or products, we, insurers or third parties may wish to contact you so that you can make informed choices about your finances. If you wish to opt out of this arrangement in full or part then please let us know as soon as possible either by email, telephone or in writing.

In addition we will also assume unless we hear to the contrary, that it is in order for us to make such contact with you for the next five years, unless in the meantime a further transaction takes place which means us issuing a later notice, in which case the period will start again.

You may inform us at any time if you no longer wish to receive this information from us.