

# Key Facts about our Investment & Insurance services and costs

DP's Financial Advice & Services

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## 1 The Financial Conduct Authority (FCA)

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The FCA is the independent watchdog that regulates financial services. The FCA recommends that the information in this document is 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. You should use this document to decide if our services are right for you.

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## 2 Whose products and what service level do we offer?

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### 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 sufficient range of retail investment products, financial instruments and structured deposits.

A 'sufficient range' means that the products that we will advise on and recommend will be sufficiently diverse with regards to their type and issuers or product providers to ensure that our clients investment objectives can be suitably met.

### Insurance

- We will advise and make a recommendation for you after we have assessed your needs for term assurance, permanent health insurance, buildings and contents, mortgage payment protection, private medical insurance, critical illness, accident sickness and unemployment cover.
- We offer products from a range of insurers for term assurance, permanent health insurance, buildings and contents, mortgage payment protection, private medical insurance, critical illness, accident sickness and unemployment cover.

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## 3 What will you have to pay us for our services?

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### INVESTMENT

You will pay for our services on the basis of an adviser charge or fee.

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.**

*We will confirm the actual adviser charges in writing within one or more of the following documents: Application Form, Personal illustration or Suitability Report, before transaction of any services.*

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

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

All fee amounts quoted below are exclusive of VAT. We are not currently registered for VAT and consequently VAT is not currently added to our invoices.

### **Advised services**

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

<u>Initial advice service</u>	<u>Ongoing services</u>
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.	In addition to our initial advice services, you could ask us to undertake further services on an ongoing basis. Information on ongoing services that we offer is provided 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.

### **Payment for initial advice services**

Standard initial services offered:

- Initial meeting to explain our service proposition & assess if we can assist (at our expense)
- Initial face to face fact find meeting/ update
- Research of appropriate advice areas & obtaining detail of existing situation if applicable
- Presentation of Recommended Solutions
- Obtaining all paperwork required to carry out Recommendation
- Completion of application[s] including Money Laundering Verification
- Administration in processing as well as setting up of Back Office Data Base
- Progressing as required until completion of transaction
- Confirmation in writing of transaction/recommendation
- Implementation of any solutions
- Post transaction meeting to go through documentation if required

The amounts shown below exclude VAT. We are not currently registered for VAT and therefore VAT is not added to the amounts we charge.

### *Percentage of lump-sum investment*

A one-off 'adviser charge' as a percentage of the initial investment amount, our standard fee for this is up to 3% but could be up to 5% depending on the complexity of the work and advice involved.

**As already noted, we will not charge you until we have agreed with you the exact amount we are to be paid.**

Investment Amount	Rate Applied	Example of <i>Maximum Costs</i>
Up to £100000	5%	£500 (based on £10000)
£10001 to £100,000	4%	£4000 (based on £100000)
Between £100000 & £250000	3%	£7500 (based on £250000)
Between £250000 & £500000	2.5%	£12500 (based on £500000)
Between £500000 & £750000	2%	£15000 (based on £750000)
Over £750000	By individual Negotiation	Will be confirmed to you.

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

#### 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. Our charges for this range from 0.5% to 1% of assets under management.

#### Standard ongoing services offered:

- Annual face to face review meeting [Maybe more than one on larger portfolios]
- Ad hoc reporting
- Documentation forwarding
- Annual valuations (lists your investment holdings and their values at a given time)
- Investment Management
- Contact via phone and email for any ongoing servicing issues
- Ongoing General Administration services
- Professional services

Investment Amount	Rate Applied	Example of <i>Maximum Costs</i>
Up to £100000	1%	£1000 (based on £100000)
Between £100000 & £250000	0.75%	£1875 (based on £250000)
Between £250000 & £500000	0.5%	£2500 (based on £500000)
Between £500000 & £750000	0.4%	£3000 (based on £750000)
Over £750000	By individual Negotiation	Will be confirmed to you

We will agree what will be charged before any service(s) is provided and the amount will be confirmed within our Suitability Report as well as on any illustration provided.

#### **Your payment options**

##### **Settling your adviser charge in a single payment**

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 30 business days. We accept cheques. We do not accept payment by cash.

##### **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

No fee, we will be paid commission by the provider and this will be disclosed to you on an illustration.

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

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### 4 Who regulates us?

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DP's Financial Advice & Services, Offices 27 & 30 Hollybush House, Bond Gate, Nuneaton, CV11 4AR is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 222166.

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

You can check this on the FCA's Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 1116768

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### 5 What to do if you have a complaint

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

**...in writing:** Write to David Parnell, DP's Financial Advice & Services, Offices 27 & 30 Hollybush House, Bond Gate, Nuneaton, CV11 4AR

**...by phone:** Telephone 02476 372135

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

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### 7 Are we covered by the Financial Services Compensation Scheme (FSCS)?

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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

##### Investments

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

##### Investment based insurance/Long term insurance, e.g. pensions and investment bonds

The maximum level of compensation for claims against firms declared in default on or after the 3<sup>rd</sup> July 2015 is 100% of the claim with no upper limit.

#### Insurance

##### Long term insurance benefits (e.g. Life Assurance)

The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.

##### General Insurance

General insurance advice and arranging is covered for 90% of the claim with no upper limit.

Protection is at 100% where claims arise in respect of compulsory insurance (e.g. employer's liability insurance), professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder.

Protection is at 90% where claims arise under other types of policy with no upper limit.

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

## **Client Agreement Document**

### **INVESTMENT SERVICES**

DP's Financial Advice & Services is permitted to advise on and arrange (bring about) deals in investments.

With regard to investments which we have arranged for you, these will not be kept under review, but we will advise you upon your request. However, we may contact you in the future by means of an unsolicited promotion (i.e. where you had not expressly requested it) should we wish to contact you to discuss the relative merits of an investment or service which we feel may be of interest to you.

DP's Financial Advice & Services **does not handle clients' money**. We never accept a cheque made payable to us or handle cash (unless it is payment in settlement of adviser charges or disbursements for which we have sent you an invoice). If you do send us money, this may delay your transaction as we may have to return this money to you.

### **CLIENT CATEGORISATION**

Unless you receive confirmation in writing to the contrary, in all our dealings on investment matters you will be treated as a Retail Client. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service (FOS).

Where we have categorised you other than as a 'retail client', you may request re-categorisation under a client category which benefits from a higher degree of protection. However, we reserve the right to agree to such a re-categorisation on a case-by-case basis, and where we agree to do so it does not necessarily mean that you will have a right of access to the Financial Ombudsman Service.

Further information in respect of the Financial Ombudsman Service is available on their website at the address below:

<http://www.financial-ombudsman.org.uk/>

### **CONFLICTS OF INTEREST**

DP's Financial Advice & Services offers services in accordance with that disclosed to you in our initial disclosure document. Occasions may arise where the firm, an employee, or other associates of the firm has competing professional or personal interests which may prevent these services being provided to clients in an independent or impartial manner.

DP's Financial Advice & Services takes all the appropriate steps to prevent conflicts of interests from occurring in line with the firm's conflicts of interest policy. However, there may be occasions where a conflict of interest cannot be prevented. Where this is the case, we will disclose to you the nature of the conflict and the steps that we will take to mitigate the risks that you will be treated unfairly as a result of any conflicts identified.

We will make you aware of any conflicts of interest before the provision of services to enable you to choose whether you still wish to proceed with services. A copy of the firms' conflict of interest policy is available on request.

We may on occasion receive minor non-monetary benefits from third parties such as product providers e.g. food and drink provided at a provider training event. Where relevant, any minor non-monetary benefits received will not conflict with our duty to act in your best interests.

## **TERMINATION OF AUTHORITY**

You or we may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any services already provided / transactions already initiated, which will be completed according to the Client Agreement unless otherwise agreed in writing. You will be liable to pay for any transactions made and / or services carried out prior to termination and any adviser charges or other fees which may be outstanding.

## **RIGHT TO WITHDRAW**

In the case of many retail investment products – such as life assurance contracts, personal pension schemes, investment bonds, and collective investment arrangements (e.g. unit trusts), a right to withdraw or cancel the contract within a specified period is normally provided. Details of such rights are ordinarily contained in the product literature (e.g. Key Features document) and/or we may provide details of such rights in a separate communication.

In the case of any non-retail investment products e.g. an ISA wrapper, we will inform you in writing of any right to withdraw or cancel you may have or, if it is the case, we will inform you in writing that no such rights will apply.

## **CLIENTS RISK**

You are advised that because investments can fall as well as rise, you may not get back the full amount invested. Past performance is not a guide to future performance.

## **HOW WE CHARGE YOU FOR OUR SERVICES**

The method of paying for our services will depend on the type / level of service(s) provided. We will discuss your payment options with you and answer any questions you may have.

### **Advised services**

For advised services, you will be charged an adviser charge. The actual amount will depend on the service(s) provided to you and the amount will be agreed with you before we carry out any work that we will charge you for.

*The 'information about our costs and services' document that we will issue to you, will contain details of how much you will be charged and how payment is to be made. This will also be confirmed in the suitability report.*

### **Non-advised services**

For non-advised services, if commission is available to us, you can choose to pay us by allowing us to keep the commission, or by paying us an adviser charge instead. If you choose to pay via commission, we will tell you how much the commission is before the transaction is completed.

If you choose to pay an adviser charge, we will agree its basis, frequency and method with you in writing before we carry out any work that you will be charged for.

Examples of the costs of our services are included within the 'Services and Costs Disclosure Document'.

We will not charge you anything until you have agreed on how much we are to be paid and we will inform you if you have to pay VAT.

## **ACCOUNTING TO YOU**

We will confirm to you in writing the basis of our service and the reasons for recommending any transactions transmitted or executed on your behalf. Where you agree to an ongoing advice we will provide regular reports to you regarding that service.

We will also make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward to you all documents showing ownership of your investments as soon as practicable after we receive them; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.

## **NOMINEE & SAFE CUSTODY SERVICES**

DP's Financial Advice & Services does not safeguard or administer client assets but we may arrange business through platforms, which will provide custody services for your assets. Where this is the case, the legal title of investments will be registered in the name of the third party's nominee.

Transactions will be transmitted to the fund supermarket, investment wrap platform, or similar third party investment institution for them to execute. Money or transferred assets will be placed immediately with that third party for investment – we will never hold the assets for you. We will provide you with the relevant account opening details for the identified third party such as their Terms & Conditions, Nominee and Safe Custody Service, Best Execution Policy, Execution Venues and Conflicts of Interest Policy (or equivalent documents). The legal title of investments will be in the name of the third party's nominee.

For non-platform business we will make arrangements for your investments to be registered in your name unless you first instruct us otherwise in writing.

## **INVESTMENT OBJECTIVES & RESTRICTIONS**

Following the issue of this document, any subsequent advice or recommendation offered to you will be based on your stated investment objectives, agreed level of risk you are prepared / able to take and any restrictions you wish to place on the type of investments or policies you are willing to consider. Details of your stated investment objectives will be identified during our discussions with you and confirmed within the suitability report that we will issue to you to confirm our recommendation(s). Unless confirmed in writing, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

## **BEST EXECUTION POLICY**

It is in the interests of our clients and DP's Financial Advice & Services that we obtain the best possible result when placing orders with other firms (e.g. third party brokers) for the execution of client orders or when transmitting orders on behalf of clients for particular investments – e.g. shares. We are required under the Rules of the Financial Services Authority to take all reasonable steps to provide 'best execution' when carrying out such transactions.

Where we place or transmit orders for such investments on behalf of our clients, we may utilise the services of a third party broker and base our decision to place or transmit an order on the price and cost of execution of the order. For orders in collective investment schemes (e.g. unit trust), however, the price of units or shares in the scheme is normally set by the scheme operator or manager and as such we have little influence over the price available.

Full details of our best execution arrangements are provided in our Best Execution Policy, a copy of which can be provided on request.

## **MODE OF COMMUNICATION**

We will enter into communication with you through whatever means are convenient to you and us, including face-to-face, telephone, e-mail and other acceptable electronic communication methods.

Our communications will ordinarily be in English, both in respect of oral and written communications.

We are required by our regulators (the FCA) to keep records of any telephone conversations or other electronic communications with our clients in relation to the arranging of transactions in investments that are categorised as financial instruments.

The term 'electronic communication' covers many categories of communications and includes (amongst others) video conferencing, fax email, Bloomberg mail, SMS, business to business devices, chat, instant messaging and mobile devices applications.

A copy of our call recording policy is available upon request.

## **DATA PRIVACY STATEMENT**

Please refer to the separate Privacy Statement that we have issued to you that sets out how we collect and use data about you.

## **CLIENT CONSENT**

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read the terms carefully before signing, as by signing you consent to the terms contained within. If there are any terms within this agreement that you do not understand, please ask for further information. The Client Agreement will come into effect from the date of acceptance of this agreement, which will be confirmed by the date provided in the 'date of signature box' below, unless otherwise stated.

Client Name(s) \_\_\_\_\_

Client  
signature(s) \_\_\_\_\_

Date of  
signature(s) \_\_\_\_\_

Date of issue \_\_\_\_\_