

Key Facts about our services and costs

DP's Financial Advice & Services

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1 The Financial Conduct Authority (FCA)

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.

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, permanent health insurance, buildings and contents, mortgage payment protection, private medical insurance, critical illness, accident sickness and unemployment cover.
- 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 for

Mortgages

- We offer products in the following 'relevant market':
 - Regulated mortgage contracts that are used for a non-business purpose.

We are not limited in the range of mortgages we will consider for you and can offer you advice on both first and second charge mortgages.

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

Please note that, where you are increasing your existing mortgage borrowing although we may be unable to advise on some of the following finance options these may be available to you and be more appropriate:-

- A further advance from your existing lender
- A second charge mortgage
- An unsecured loan

We will discuss these options with you where appropriate.

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.
- Restricted advice – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.
- 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 term assurance, permanent health insurance, buildings and contents, mortgage payment protection, private medical insurance, critical illness, accident sickness and unemployment cover.
- 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 offer an 'advised' sales service

This means we will provide advice and make a recommendation for you after we have assessed your specific needs and circumstances.

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

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.

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.

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. 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.

We will confirm the actual adviser charges in writing within one or more of the following: Application Form, Fee Agreement, Personal illustration or 'Services & Payment Agreement', 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

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 currently added to the amounts we charge.

Hourly rate

An adviser charge based on the amount of time spent, as per the following hourly rates:

| | |
|---------------------|------|
| Principal/ Partner | £150 |
| Administration time | £50 |

Example:

If the amount of time taken to advise and arrange a suitable product for you is 10 hours financial planner time plus 2 hours for administration time, this which would mean a total initial 'adviser charge' of £1600 would be payable (£150 x 10 hours plus £50 x 2 hours).

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

OR

Percentage of lump-sum investment

A one-off 'adviser charge' as a percentage of the initial investment amount which will be 3% with a minimum charge of £500.

Examples:

If you invest a lump sum of £50000 into a personal pension plan, we would charge an 'adviser charge' of 3 % of the amount invested, which would mean an initial 'adviser charge' of £1500.

If you invest a lump sum of £15000 into a personal pension plan, we would charge an 'adviser charge' of 3 % of the amount invested, which would mean an initial 'adviser charge' of £450 but as this is below our minimum charge we would set our advisor charge of £500 as this is our minimum initial charge.

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.

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

Examples:

How much our ongoing charges might cost if based on a percentage of fund value:

- **Standard Service** (based on a percentage of assets under advice up to a value of £150000) – An example of this based on a fund value of £100,000, an ongoing charge of 0.5 % of this amount would mean that it would cost £500 per annum to provide an ongoing service ($£100,000 \times 0.5 \% = £500$). If the fund value increases over time, the ongoing charge then increases accordingly. This will also decrease if the fund value reduces.
- **Bespoke Service** - (based on a percentage of assets under advice over the value of £150000) will be agreed individually with clients based on their particular circumstances. Extra services would include items such as more regular face to fact visits and valuations. The ongoing charge is still 0.5%.

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.

Settling your adviser charge by instalments

The option to pay by instalments is only available for the payment of the adviser charge on regular premium products. Payment by instalments does not relate to any ongoing charges payment which we may charge for providing an ongoing service.

Paying by instalments through your recommended product

If you buy a financial product, you can choose to have your adviser charge deducted from the product through instalments. Although you pay nothing to us up front, that does not mean that our service is free. You still pay us indirectly through deductions from the amount you pay into your product. These deductions will pay towards settling the adviser charge. These deductions could reduce the amount left for investment.

How your payment plan works:

| | |
|-------------------------------|-----------|
| Total monthly premium payable | £250 |
| Total cost of advice | £600 |
| Monthly payment for advice | £50 |
| Length of repayment period | 12 months |

| | |
|--|------------------|
| Monthly payment: £50 per premium Period: 12 months | → Advice £50 |
| | → Invested: £200 |

If you choose to pay for the advice you receive through instalments, these instalments will be deducted from the premium you pay each month and allocated towards settling the adviser charge. For example, the total cost of advice is £600. You have been recommended a regular premium product of which £250 will be paid each month. £50 will be taken from this amount to pay off your adviser charge over 12 months. The remaining £200 will be invested during this time. At the end of this period the adviser charge would have been settled in full. From month 13 the full £250 will be invested.

Keeping up with your payments

If you choose to pay for the advice you receive via instalments, the full amount of the adviser charge will need to be paid irrespective of whether:

- the recommended product(s) is /are cancelled before the full amount is paid; and/or
- you subsequently decide to transfer your business to another firm / financial adviser.

Any outstanding amounts, as at the date of cancelling the recommended product / transferring to another firm or adviser, will be due to be paid in full within [28] business days of the termination / transfer date. An invoice will be raised for the full outstanding amount.

If you choose to pay for the advice you receive through instalments, these instalments will be deducted from the premium you pay each month and allocated towards settling the adviser charge.

'Non advised' services

The cost of our services

We will tell you how we get paid and the amount before we carry out any business for you.

INSURANCE

- A fee of £150.00 per hour and £50 per hour for admin and report writing as separate agreement signed by both parties. A rebate commission is paid to us from the insurance company will apply. For example 8 hours work $£150.00 \times 3$ hours and 5 hours admin at $£50.00 \times 5 = £700$
- No fee, commission basis. A recovery fee maybe payable equal to any unpaid commission in the case of policies have been lapsed or cancelled within the commission period.

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

MORTGAGES

- We will be paid by commission from the lender.
- A fee of £150.00 per hour and £50 per hour for admin and report writing as a separate agreement signed by both parties. A rebate commission is paid to us from the insurance company will apply. For example 8 hours work $£150.00 \times 3$ hours and 5 hours admin at $£50.00 \times 5 = £700$

You will receive a key facts illustration (KFI) or a European Standardised Information Sheet (ESIS) when considering a particular mortgage, which will tell you about any fees relating to that mortgage.

You also have the right to request a KFI/ ESIS for any mortgage we offer.

Refund of fees

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

- A full refund or no fee applied if agreed prior to mortgage advice with the adviser .
- A refund of £ if your application falls through.
- No refund for example, if you decide not to proceed.

5 Who regulates us?

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 or by contacting the FCA on 0800 1116768

6 What to do if you have a complaint

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.

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

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.

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.

CLIENT AGREEMENT DOCUMENT FOR DP's Financial Advice & Services

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.

REGULATORY STATUS

Refer to section 5 above.

CLIENT CATEGORISATION

In providing investment services to you, we will categorise you as a retail client. The type of client category will determine the level of protections afforded to you under the regulatory system. As a retail client the regulatory protections available to you are determined by this category and will be the highest available.

Where we have categorised you other than as a 'retail client' (see above), 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.

CONFLICTS OF INTEREST

DP's Financial Advice & Services offers advice in accordance with that disclosed to you in our Initial Disclosure Document. Occasions may arise where we or one of our other clients have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflicts with your interests, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

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.

Our 'Suitability Report' that we will issue to you, will contain details of how much you will be charged and how payment is to be made.

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.

We will inform you if you have to pay VAT.

ACCOUNTING TO YOU

We will confirm to you in writing the basis or our reason for recommending the transaction executed on your behalf.

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.

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.

DATA PROTECTION STATEMENT

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

CLIENTS 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 _____

DATA PROTECTION NOTICE DP's Financial Advice & Services



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 FCA, 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. We would like to be able to contact you so that we can advise you of new products that might be suited to you. We also may advise you of any developments that might make it appropriate for us, or for third parties, to give you pro-active advice about the investments, insurance and other financial products of which we are aware. We stress that your information would only be used in this way to help us to provide a pro-active service to you. 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. Please indicate your preferences using the boxes below.

- Yes, please give me details about other products or services that you think I may be interested in, via email and SMS.**
- No, I do not want to receive details about other products or services via telephone or post.**
- Yes, I am happy for you to pass my details to carefully selected third parties so they can contact me about their products and services via telephone, post, email and SMS.**

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

First Customer Name:..... Date.....

First Customer Signature.....

Second Customer Name:..... Date.....

Second Customer Signature...

Investment Advice Process Flow Chart – DP’s Financial Advice & Services

The core six steps of our personal financial planning process

1. Establishing and defining the client and personal financial planner

- Ensure disclosures issued and understood
- Explain scope of our service, cost to client & initial & ongoing charge

2. Gathering client data and determining goals and expectations

- Fact finding – Know Your Client
- Focused/ Limited advice – advise client of any impact
- Hard and soft facts (ethical, family issues etc)

3. Analysing and evaluating the client's financial status

- Needs/ objectives
- Assets/ liabilities
- Income/ expenditure
- Priorities
- **Attitude to risk & capacity for loss**

4. Developing and presenting the financial plan

- Research – which investment solution & why?
- Meeting client needs – realistic

5. Implementing the financial planning recommendations

- Presenting recommendations
- Illustrations/ key features
- Suitability report
- Needs met and not

6. Monitoring the

- Ongoing reviews
- Match firms proposition to client
- Clients expectations

Mortgage & Insurance Advice Process Flow Chart – DP’s

The core six steps of our planning process are:

- Ensure disclosures issued and understood
- Explain scope of service, advised only, no direct to

1. Establishing and defining the client and mortgage adviser



2. Gathering client data and determining goals and expectations



3. Analysing and evaluating the client's objectives



4. Developing and presenting the solution, advice & assessing



5. Implementing the solution and advice



6. Monitoring the solution, advice & client

-
- Fact finding
 - Hard and soft facts
 - Goals, Needs, Expectations
 - Protection requirements analysed, any requirements over and above mortgage?

-
- Needs/ objectives
 - Assets/ liabilities
 - Income/ expenditure/ affordability
 - Priorities, any protection needs

-
- Research – explain process
 - Lender criteria considered
 - Meeting client needs recommendations
 - Key facts illustration issued
 - Suitability report explained

-
- Diarize deal end date & mid-point call if interest only or any fees added
 - Escrow client