



# about our services and costs

**H.S. Coleman  
(Insurance Services) Ltd**

**94 – 96 Merton High Street  
London  
SW19 1BD**

---

## 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 only offer products from a limited number of companies.
  - We only offer products from a single group of companies
- 

### Insurance

- We offer products from a range of insurers for life assurance, critical illness, private medical insurance, income protection and sickness & unemployment insurance.
  - We only offer products from a limited number of insurers
  - We only offer products from a single insurer
- 

### Mortgages

- We offer mortgages from the whole market.
  - We only offer mortgages from a limited number of lenders
  - We only offer a limited range of mortgages from a single lender
-

---

### 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

#### Insurance

- We will advise and make a recommendation for you after we have assessed your needs for life assurance, critical illness, private medical insurance, income protection and sickness & unemployment insurance.
- 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

You will pay for our services on the basis of a fee, commission or a combined fee and commission (through product charges). 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.

#### **Paying by a combination of fee and commission (through product charges)**

We will charge you a combination of fees and commission. The actual amounts will depend on the service provided to you, but will be in line with the arrangements set out in the below sections headed '**Paying by fee**' and '**Paying by commission (through product charges)**'.

#### **Paying by fee**

Whether you buy a product or not, you will pay us a fee for our advice and services, which will become payable on completion of our work. If we also receive commission from the product provider 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’.

We will confirm the actual rate we will charge in writing before beginning work. Our typical charges are:

### **Hourly Rate**

Director	£100-£175 per hour
Financial adviser	£100-£150 per hour
Administration	£40 per hour

### **Reviews**

Initial review	£250
Annual review	£150

We will tell you if you have to pay VAT

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 will normally 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. 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 and / or your age.

For example:

If you invest £5000 in an individual savings account (ISA) we would receive commission of 3% of the amount invested (i.e. £150) and 0.5% of the value of the fund (roughly £25 every year).

If you pay £100 a month into a personal pension (with a term of 25 years) then we would receive commission of £766.95 plus 1.5% of all payments from month 49 (£9 for each year after month 49)

If you pay £50 a month towards a whole of life policy then we would receive £623.

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

### **Other benefits we may receive**

We advise on a range of products from a variety of firms; we may receive certain non-monetary benefits from these firms, which are used to enhance the quality of service we provide to you. This year we expect to receive in total 45-hour’s worth of training from some or all of these firms. Some of the cost of this

training may be passed to you as part of the total charges you pay should you choose a product provided by one of these firms. Other benefits we may receive include access to technical services, information technology support or the supply of product literature. Further information regarding any of these arrangements is available on request.

### 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
- No fee for life assurance, critical illness, private medical insurance, income protection and sickness & unemployment insurance.

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

#### Mortgages

- No fee (We will be paid by commission from the lender.)
- A fee of £1,000. Any commission received by the lender will be rebated to you.
- A fee of £1,000 payable at the outset. We will also be paid commission from the lender.
- A combination of fee and commission. A fee of 0.25% of the loan payable on Completion up to a maximum of £600 (for example a loan of £100,000 will incur a fee of £250).

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

#### 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.
- A refund if your application falls through
- No refund if you decide not to proceed

---

## 5. Who regulates us?

H S Coleman (Insurance Services) Limited of 94-96 Merton High Street is authorised and regulated by the Financial Services Authority. Our FSA Register number is 169843

Our permitted business is advising on and arranging life assurance, investments, pensions including pension transfers and opt outs, mortgages and non-investment insurance contracts.

---

---

You can check this on the FSA's Register by visiting the FSA's website <http://www.fsa.gov.uk/Pages/register/index.shtml> or by contacting the FSA on 0845 606 1234.

---

## **6. What to do if you have a complaint**

---

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

...**in writing**: Write to Howard Coleman at H S Coleman (Insurance Services) Ltd 94-96 Merton High Street, London SW19 1BD

...**by phone**: Telephone 020 8540 7062

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 for 100% of the first £50,000.

### **Insurance**

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance (e.g. motor or employers liability insurance), advising and arranging is covered for 100% of the claim without any upper limit.

### **Mortgages**

Mortgage advising and arranging is covered for 100% of the first £50,000.

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

---