

## About our services

This Terms of Business explains the basis of our relationship. Please contact us should you have any questions or queries

1.	The Financial Services Authority (FSA) – The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.
2.	Whose products do we offer? – We have a preferred panel of providers who are chosen for their expertise and quality of products. Our panel is regularly updated but please ask if you require a list of the insurers we deal with.
<input checked="" type="checkbox"/>	For mortgages and life and pensions packaged products, we offer products from the whole of the market.
<input checked="" type="checkbox"/>	For insurance products, we offer products from a fair analysis of the market.
3.	Which service will we provide you with? – In arranging policies for our customers, we act on your behalf. Our services include advising you on your financial and insurance needs; arranging your policies and cover to meet your requirements, and helping you with any ongoing changes you may have to make. On occasion, we may need to use the services of another intermediary to access certain Insurers or Underwriters. Unless you advise us to the contrary, we will assume you have accepted this practice. Monies held in our client premium bank accounts may attract interest; we do not expect this to exceed £20 per transaction in relation to private consumers. We reserve the right to retain such interest.
<input checked="" type="checkbox"/>	We will advise and make a recommendation for you after we have assessed your needs.
<input checked="" type="checkbox"/>	You may place your insurance directly without advice or a recommendation using our buy on-line facilities.
4.	What will you have to pay us for our services?
<input checked="" type="checkbox"/>	Before we provide you with advice on any life and pensions packaged policies, we will give you our key facts guide 'about the cost of our services'. We will tell you how we get paid, and the amount, before we carry out any business for you. Prior to the conclusion or at renewal of an insurance policy, you have the right, on request, to be advised of the level of commission that we will receive.
<input checked="" type="checkbox"/>	We reserve the right to make charges, in addition to any premiums, for the arranging, amending, renewing, cancelling or lapsing of any policy or for the provision of generic advice. Details of charges made will be declared in correspondence with you. In respect of our Performing and Creative Arts Insurance Scheme, we charge £20 for setting up a new policy, renewing a policy or issuing a duplicate certificate/policy.
5.	Who regulates us? – Rees Astley Independent Financial Advisers Ltd whose registered office is at 29 North Parade, Aberystwyth, Ceredigion, SY23 2JN, is authorised and regulated by the Financial Services Authority. Our FSA number is 148187. Our permitted business is advising on and arranging life assurance, pensions, collective investments, mortgages and general insurance products. Rees Astley Insurance Brokers Ltd (registered address as above) and Clifford Challinor Ltd of Insurance House, Minsterley Road, Pontesbury, Shropshire, SY5 0RS, are appointed representatives of Rees Astley Independent Financial Advisers Ltd, providing additional services of selling and advising on general insurance products. You can check this on the FSA's Register by visiting the FSA's web-site <a href="http://www.fsa.gov.uk/register">www.fsa.gov.uk/register</a> or by contacting the FSA on 0845 606 1234.
6.	We undertake to treat you fairly and reasonably at all times. If there are occasions when we do not meet our standards, and you wish to register a complaint, please contact us in writing: Compliance Officer, Rees Astley, Mostyn House, Market Street, Newtown, Powys, SY16 2PQ. By phone: 01686 626616/626019. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. We hold Professional Indemnity Insurance, which helps to safeguard the interests of our clients.
7.	Are we covered by the Financial Services Compensation Scheme (FSCS)? – We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Full details and further information on the scheme are available from the FSCS – call 020 7892 7300 or visit <a href="http://www.fscs.org.uk">www.fscs.org.uk</a> .



8. Disclosure of Information– It is important that you understand that any information, statements or answers made by you to us, or your insurer/provider, are your responsibility and must be correct. Any failure to disclose facts material to the insurer or any inaccuracies in your answers may invalidate your insurance cover in part or in whole. Facts material to the insurance are matters of information which may influence your insurer as to the acceptability or otherwise of your Proposal or Renewal and must be disclosed immediately. You are advised to keep copies of documentation sent to or received from us for your own protection. Please do consult with us if you are in doubt on any aspect. The disclosure of information not only applies at commencement and renewal of your policy, but also at anytime during the contract.
9. Awareness of Policy Terms – When a policy is issued, you are strongly advised to read it carefully, as it is that document, the Schedule and any Certificate that is the basis of the contract you have purchased. If you are in doubt over any of the policy terms and conditions, please seek our advice promptly.
10. Cancellation Period – We will give you enough information and help so that you can make an informed decision before you make a final commitment to buy your policy. You have the right to change your mind and this will be confirmed, where applicable, in the Cancellation Notices forwarded to you by the product providers/insurers. However you will have 14 days (insurance contracts) or 30 days (pure protection contracts) to change your mind. We reserve the right to retain commission earned and/or any fees charged if policies are cancelled.
11. Confidentiality – All personal information held will be treated as private and confidential and we will only disclose information in the normal course of arranging and administering your insurance. We are licensed to hold personal information under the Data Protection Act.1998 and you have the right to inspect copies of files and entries in our books or computerised records relating to your transactions. Copies of entries can be provided on request and will be subject to an administration charge. We may communicate by electronic mail, which have inherent risks of interception, unauthorised access, corruption and viruses. We take reasonable security precautions. However, in the event of a dispute, we will deem our records to be definitive.
12. Claims Procedure – You must notify us or the Insurer/provider immediately of any circumstance or fact which could give rise to a claim being made. We will represent you to ensure that your claim is dealt with fairly and promptly and we will explain how your claim will be dealt with by your insurance company. We will endeavour to keep you informed on how your claim is progressing. Once your claim has been agreed we will pursue insurers for prompt settlement. If we cannot deal with any or part of your claim we will tell you and explain why.
13. Payment of Packaged Product Premiums – Your cheque should only be made payable to the Product Provider as we only accept a cheque made out to us in settlement of charges or disbursements for which we have sent you an invoice. Under the Financial Services Authority Rules we are not permitted to handle cash. Rees Astley Independent Financial Advisers Ltd does not handle client money.
- Payment of Insurance Premiums – We normally accept payment by guaranteed cheque, cash or credit card (if accepted by the insurer). You may be able to spread your payments by instalments or a credit scheme that we can arrange on your behalf. We will provide you with full information about your payment options when we advise you on your insurances. We operate a non-statutory trust account which allows us to make advances of credit to enable a client's premium to be paid before payment has been received from the client. We hold a Consumer Credit Licence.
14. Conflicts of Interest – If our interests or those of our customers conflict with yours, we will advise you in writing and obtain your consent to proceed with your instructions.
15. Other Matters in Relation to Packaged Products – We require our clients to give us instructions in writing to avoid possible disputes. We will, however, accept oral instructions provided they are subsequently confirmed in writing. When we have arranged any business for which you have given instructions, we will not give any further advice unless agreed or requested at a later date. We will 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. **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 necessarily a guide to future performance.**
16. Termination – Either party may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing. Termination will be without prejudice to the completion of transactions already initiated.

