



about our services and costs

Manaton Associates Limited

Southbridge House, Southbridge Place,
Croydon, Surrey, CR0 4HA

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 term assurance, critical illness, income protection and private medical insurance.
 - We only offer products from a limited number of insurers for accident, sickness & unemployment insurance and buildings & contents insurance.
Ask us for a list of the insurers we offer insurance from.
 - We only offer products from a single insurer.
-

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 term assurance, critical illness, income protection, private medical insurance, accident, sickness & unemployment insurance, buildings & contents 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

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 (through product charges) or a combination of a 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 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 received 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.

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

Director £ 200 per hour

Financial Adviser £ 150 per hour

Administrator £ 25 per hour

We will tell you if you have to pay VAT.

Lump Sum. We will confirm what we will charge you in writing before beginning work. Our typical charges are:

3% of the sum invested. For example, for an Investment of £ 50,000 our fee will be £ 1,500

We will tell you if you have to pay VAT.

Reviews. We will confirm what we will charge you in writing before beginning work. Our typical charges are:

Initial review: £ 250

Annual review: £ 250

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 that 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 or your age.

If you invest a lump sum of £ 10,200 in an individual savings account (ISA) we charge 3% of the amount invested (£ 306) and 0.50% of the value of the fund (roughly £ 51 every year).

If you invest a lump sum of £50000 in an Investment Bond we would receive commission of 3% of the amount invested (£ 1,500) and 0.5% of the value of the fund (roughly £ 250 every year).

If you pay £100 a month (net) into a Personal Pension for 25 years, we would immediately receive commission of £646.

If you pay £50 a month towards a whole of life policy, then we would receive £ 750.

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

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 sections headed '**Paying by fee**' and '**Paying by commission (through product charges)**'.

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 advising on and arranging term assurance, critical illness, income protection, private medical insurance, accident, sickness & unemployment and buildings & contents.

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

5. Who regulates us?

Manaton Associates Limited, Southbridge House, Southbridge Place, Croydon, CR0 4HA is authorised and regulated by the Financial Services Authority. Our FSA Register number is 455416.

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

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register 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 Judy Smithers, Director, Manaton Associates Limited, Southbridge House, Southbridge Place, Croydon, CR0 4HA.

By phone: Telephone 020 8240 6522

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.

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