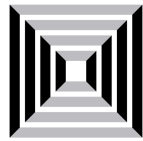


**keyfacts**<sup>®</sup>

## about our services and costs



**TAYLOR & TAYLOR**  
ASSOCIATES

INDEPENDENT FINANCIAL ADVISORS

**Tilia Business Park  
Tunstead Road  
Hoveton  
Norwich  
Norfolk  
NR12 8QN**

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### 1. The Financial Services Authority (FSA)

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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.

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### 2. Whose products do we offer?

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- 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.

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### 3. Which service will we provide you with?

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- 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.

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

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You will pay for our services on the basis of a fee, commission or a combination of both fee and commission. 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**



**TAYLOR & TAYLOR**  
ASSOCIATES

[www.taylorandtaylorassociates.co.uk](http://www.taylorandtaylorassociates.co.uk)

**T: 01603 783200**

Financial House, Tilia Business Park, Hoveton, Norfolk NR12 8QN

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If you buy a financial product, you will pay us a fee for our advice and services but if you do not buy a financial product, you will not have to pay us anything.

### **Hourly Rate**

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

Principal/Director/Partner £200 per hour

Administration £40 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:

Investments up to £10,000 : up to 6% max (i.e. for an investment of £10,000 we would receive up to a maximum of £600)

Investments above £10,000 : up to 6% max (i.e. for an investment of £20,000 we would receive up to a maximum of £1200)

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 : £0.00 Annual reviews will take place as part of our on-going service paid for by any products we monitor.

We will tell you if you have to pay VAT.

We will confirm the rate we will charge in writing before beginning work and 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 or your age.

If you invest £10,000 in an individual savings account (ISA) we would receive commission of 3% of the amount invested £300 and 1.0% of the value of the fund (roughly £100 every year).

If you pay £100 month into a personal pension (with a term of 25 years) then we would receive commission of £600.



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If you pay £25 towards a whole life policy then we would receive £300.

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)**”.

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### **5. Who regulates us?**

Taylor and Taylor Associates Ltd, Tilia Business Park Tunstead Road Hoveton Norwich Norfolk NR12 8QN is authorised and regulated by the Financial Services Authority. Our FSA Register number is 225438. Our permitted business is advising on Life Insurance, Investments, Pensions 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](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

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

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

**...in writing**      Taylor and Taylor Associates Ltd  
Tilia Business Park  
Tunstead Road  
Hoveton  
Norwich  
Norfolk  
NR12 8QN

**... by phone**      01603 783 200

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)?**

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.

Most types of investment business are covered for 100% of the first £30,000 and 90% of the next £20,000, the maximum compensation is £50,000.

Further information about compensation scheme arrangements is available from the FSCS

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#### **Notes**



1- These Key Facts should be read in conjunction with 'Our Terms & Conditions'



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