



about our services and costs

PCFP Ltd

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1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document has been designed by the FCA 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. Which service will we provide you with?

- 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.

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

We offer an initial discussion when we will describe our services more fully and explain the payment options. There is usually no charge for this discussion if it is held during normal office hours at a convenient location, but we must agree a payment option if we are to proceed further. We will agree the rate we will charge before beginning work. *You will need to sign our Fee Agreement before we commence any work.*

We normally agree a fixed fee, based on the separate Fee Menu provided to you if applicable, but otherwise our typical charges are £240 per hour. This hourly rate may not be appropriate in cases of complexity or urgency. Where it becomes apparent that such circumstances exist, PCFP reserve the right to terminate the fee agreement unless revised rates are agreed in substitution.

In cases involving a substantial financial consideration or benefit to the client, fees may be calculated also by reference to a value element based on the value of the financial benefit, which reflects the importance of the case and consequent responsibility falling on PCFP. 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.

If you want us to advise you, we usually meet with you to gather personal information about you, your finances, your needs and objectives. We analyse this information and prepare a written report advising the appropriate course of action to meet your needs and objectives. We usually meet with you to discuss the report and agree how to proceed. We then implement the decisions reached.

(i) Your Payment Options

Whether you buy a product or not, you will pay us an adviser charge (fee) for our advice and services, as detailed in the Fee Agreement.

(ii) Settling your adviser charge in a single payment

You will either be required to settle your adviser charge in advance, or on completion of the work, as per our Fee Agreement. If you are settling this from your own resources, we will invoice you and accept payment by cheque or direct credit into our bank. We do not accept card payments or cash. We will provide a receipted invoice if you require one.

If you buy a product, you can elect to settle your adviser charge by instructing the product provider to pay us. You need to be clear that this will increase the product charges.

(iii) Payment for ongoing services

The Fee Menu sets out the charges for ongoing work, which usually forms part of the Fee Agreement. We have a range of ongoing services we provide to ensure that your personal recommendation is reviewed, usually annually, and remains relevant to your changing circumstances. The ongoing adviser charges are usually settled via the products, with you instructing the product provider to pay us. You need to be clear that this will increase the product charges.

You do not have to pay VAT, as we are not registered for VAT. We will tell you if this changes.

4. Who regulates us?

PCFP Ltd (PCFP) is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 779051.

PCFP are permitted to arrange (bring about) deals in investments and advise on investments. The particular investment types relate to life assurance, pensions, investments in authorised collective investment schemes, Unit Trust PEPs and ISAs, and pension transfers.

You can check this on the FCA's Register by visiting the FCA website <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

5. What to do if you have a complaint

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

In writing: PCFP Ltd, 3 Barberry Bank, Egerton, Bolton, BL7 9UJ

By phone: 01204 383930

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

6. 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 up to a maximum limit of £50,000.

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

Last updated 24 October 2017