



about our services and costs

LFP Asset Management

Merchants House
70 Mutley Plain
Plymouth PL4 6LF

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?

- 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.

We offer products relating to life, pensions and investments.

3. Which service will we provide you with?

- 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.

We will generally advise on a wide variety of life, pensions and investment products. Please contact us for further details.

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

You will pay for our services on the basis of fee, commission and/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

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.

Hourly rate

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

Principal/Director: £150 per hour

Administration - £45 per hour

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.

For example:

- If you invest £7,000 in an individual savings account (ISA) we would typically receive commission of 3% of the amount invested (£210) and 0.5% of the value of the fund (roughly £35 every year).
- If you pay £100 net a month into a personal pension (with a term of 25 years) then we would typically receive commission of £379.62.
- If you pay £50 towards a whole of life policy then we would typically receive £649.15 at commencement of the plan.

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

5. Who regulates us?

LFP Asset Management is authorised and regulated by the Financial Services Authority. Our FSA Register number is 225099

Our permitted business is advising on life and pensions, investments, protection, general insurance contracts and mortgages.

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 The Compliance Officer, LFP Asset Management Merchants House, 70 Mutley Plain, Plymouth PL4 6LF.

By phone: Telephone 01752 603232.

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.

Most types of investment business are covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

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

I/We hereby confirm that I/We have received, reviewed and understand the content of this document and will retain a copy for future reference.

Signed _____ Date _____

Signed _____ Date _____