

# keyfacts

## about our services

Charles Wilkinson Financial Planning Ltd

118 Fishergate  
York  
YO10 4BB



### 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?

#### 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 life insurance, permanent health insurance, critical illness and accident sickness and unemployment insurance.
- We only offer products from a limited number of insurers for non investment and general insurance
- We only offer products from a single insurer.

#### Lifetime mortgages and home reversion schemes

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders.
- We only offer mortgages from a single lender.

### 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 non investment and other general insurance.
- You will not receive advice or a recommendation from us for non investment and other general insurance. 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.

#### **Lifetime mortgages and home reversion schemes**

- 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.

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

##### **Investment**

- Before we provide you with advice, we will give you our Keyfacts 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.

##### **Insurance**

- £110 an hour plus reasonable disbursements for specific advice and research relating to your needs which will be specifically agreed in advance or, where the insurer does not pay commission.

We will also receive commission from policies.

- No fee

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

##### **Lifetime mortgages and home reversion schemes**

- No fee.
- A fee of £80 payable at the outset. We will receive commission from the lender.
- A fee of £80 payable at the outset and £110 an hour which will be payable at the conclusion of the application. We will refund any commission received from the lender.

You will receive a key facts illustration when considering a particular mortgage which will tell you about any fees relating to it.

##### **Refund of fees**

If we charge you a fee, and your mortgage does not go ahead, you will receive:

- A full refund
- A refund less £80
- No refund

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

Charles Wilkinson Financial Planning Ltd is authorised and regulated by the Financial Services Authority. Our FSA Register number is 439740  
Registered number 5488200 England and Wales

Our permitted business is advising on and arranging investments, life and general insurance and mortgages.

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.

Home reversion schemes are regulated by the FSA.

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

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

...**in writing**: Write to Charles Wilkinson Financial Planning Ltd, 118 Fishergate, York YO10 4BB

...**by phone**: Telephone 01904 631839

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. The Financial Ombudsman Service does not consider complaints about home reversion schemes. [Change April 6<sup>th</sup>]

## **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 for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

### **Insurance**

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

### **Lifetime mortgages and home reversion schemes**

Mortgage advising and arranging is 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.