



about our services and costs



Cosgrove Brown Financial Planning Limited
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<p>Intrinsic Customer Promise</p> <p>We will always treat you fairly. You can expect in all our dealings with you that we will:</p> <ul style="list-style-type: none"> ➤ treat you as we ourselves would expect to be treated ➤ never take advantage of you ➤ be open and honest ➤ quickly put right any mistake that we make.

<p>1. The Financial Conduct Authority (FCA)</p>	
<p>The FCA is the independent watchdog that regulates financial services. This document is 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.</p>	
<p>2. Which service will we provide you with?</p>	
<input type="checkbox"/>	<p>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.</p>
<input checked="" type="checkbox"/>	<p>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.</p>
<input type="checkbox"/>	<p>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.</p>
<p>Insurance</p>	
<input checked="" type="checkbox"/>	<p>We will advise and make a recommendation for you after we have assessed your needs for Life Assurance, Critical Illness, Income Protection, Accident Sickness & Unemployment, Home Insurance, and Private Medical Insurance.</p>

<input type="checkbox"/>	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.
Mortgages	
<input checked="" type="checkbox"/>	We will advise and make a recommendation for you after we have assessed your needs.
<input type="checkbox"/>	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. Whose products do we offer?	
Investment – please refer to section 2 of this document.	
Insurance	
<input type="checkbox"/>	We offer products from a range of insurers, ask for a list of the insurers we offer insurance from.
<input checked="" type="checkbox"/>	We only offer products from a limited number of insurers for life and critical illness insurance, whole of life insurance.
<input checked="" type="checkbox"/>	We can only offer products from a single insurer for general insurance.
Mortgages	
<input checked="" type="checkbox"/>	We offer mortgages from the whole market
<input type="checkbox"/>	We only offer mortgages from a limited number of lenders.
<input type="checkbox"/>	We only offer mortgages from a single lender
4. What will you have to pay us for our services?	
Investment	
<p>Cosgrove Brown Financial Planning pays the cost of your first meeting with us. Further costs for our services will be on the basis of an agreed Advice Charge. 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 will be paid and you have appointed us.</p> <p>A description of the options for making payment and for calculating initial advice and on-going service charges is set out below.</p> <p><u>Your Payment Options:</u></p> <ul style="list-style-type: none"> • Provider Facilitated <p>Following our advice, if you decide to invest through regular premiums, a lump sum or a transfer the initial advice charge can be taken from the payment(s) given to the Product Provider. An on-going charge for service can also be taken from your investment. In some circumstances this may give rise to a capital gain and a possible tax liability which would be taken into account in our recommendations.</p> <ul style="list-style-type: none"> • Paying Directly <p>Alternatively, you may pay us directly by cheque or bank transfer.</p> <p>In both cases, you will receive clear details on what the total charge is, the advice/services it relates to, how it has been calculated and when it is due to be paid. Please note, you will be under no obligation to implement any recommendations we make but an advice charge may still be levied for the work undertaken. This charge is a minimum of £500.00. It is important for you to note that by appointing us you agree to be bound by this charge.</p>	

- **Advice Charges**

When our work involves investing a lump sum of money, our typical charges are:

Investments up to	- £100,000	3%
Investments between	- £101,000 & £150,000	2.5%
Investments between	- £151,000 & £200,000	2.0%
Investments between	- £201,000 & £300,000	1.5%
Investments over	- £301,000	1.0%

For example a fee of £3,000 would be paid for an investment of £100,000.

Regular contributions and increments to pensions and investment contracts

50% of the first 12 months contributions to a maximum of £3,000.

Annuities

For searching the open market on your behalf and recommending a provider:

3% of the fund after tax free cash has been taken. For funds below £50,000 a fee of £1,500.

Fixed Rates

We offer a range of advice services at fixed rates, set after an initial meeting. Full details of all fixed price services available will be provided on request but our typical charges for two levels of Financial Review are:

Full Financial Review £750 - £3000

A full review of your assets, liabilities and net worth; current and projected income, cash flow modelling and expenses (e.g. projected into retirement); insurance policies, retirement provision and other investments, including an analysis of current product and fund features and estimated inheritance tax liabilities with recommendations to meet your financial objectives.

Basic Financial Review £500 - £1000

A simple Financial Review of current arrangements in relation to your objectives, orientated to meet a particular Client need (such as retirement income) with outline recommendations.

Charges calculated using an hourly or fixed rate can be converted to a % of subsequent investments, facilitated by the Product Provider if you wish.

Based on our experience and the anticipated complexity of your circumstances we will estimate the cost for pieces of work in advance and not exceed this amount without your clear agreement.

On-going Review Service.

It is important to regularly review your investments to ensure they remain appropriate for your risk profile and the outcomes you seek, which can change over time. Service will include recommending changes to new or existing investments to help meet your goals at an acceptable level of investment risk, providing fund analysis and valuations and a wide range of associated ad hoc services.

Our standard review service includes meeting with an adviser annually; further meetings can also be arranged on an individual basis.

Our review fees are up to 1.0% per annum of funds under management, however, the actual figure will depend on the value of funds held with us and the level of service required.

Typically but not in every case this means that you will pay a fee of:

1.0% per annum of funds under management for funds less than £100,000

0.75% per annum of funds under management funds in excess of £100,000 but less than £250,000

0.5% per annum of funds under management funds in excess of £250,000 on an annual review basis, or 0.75% per annum for a twice yearly review.

This is typically to ensure that changes to the original investment can be made where necessary, and to ensure a continued match to your attitude to risk (which is likely to change with time).

Alternatively, for clients and their families with more complex financial arrangements likely to need a range of support services over time such as IHT planning, remortgaging, taking retirement benefits over time and regular cash flow monitoring, we may agree a monthly retainer that reflects the service required, paid by standing order or direct debit. A typical charge will be £100 to £200 per month. Details are available on request.

You may ask us for an updated estimate of your advice charge at any time and you may ask us not to exceed a given amount without checking with you first. We will tell you if you have to pay VAT.

Here are some examples of the typical fees which would be received by Cosgrove Brown Financial Planning Ltd for several different product recommendations.

- If you invest £10,000 into an Equity ISA, the amount of fee we would receive would be £300 immediately and £100 each year thereafter.
- If you pay £80 net a month (which is £100 gross) into a Personal Pension with a term of 25 years, the fee we would receive would be £600 over the first 12 months and £12 each year thereafter.
- If you invest a lump sum of £10,000 into a Self-Invested Personal Pension, the fee we would receive would be £300 immediately and £100 each year.

The fees cover our costs to recommend a suitable investment product and to liaise with the product provider to set the plan up on your behalf. The amounts paid yearly will cover the costs of the continuing service and advice, where we have agreed you would like this level of service.

The attached Terms of Business includes basic details of our mutual obligations with regard to adviser charges.

Insurance

<input type="checkbox"/>	A fee.
<input checked="" type="checkbox"/>	No fee for Life Assurance, Critical Illness, Income Protection, Accident Sickness & Unemployment, Home Insurance, and Private Medical Insurance. We will continue to be paid by commission from the company.

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

Mortgages

No fee. We will be paid by commission from the lender. Or you could choose a fee only option where you will pay a fee and we will pass on any commission paid by the lender to you.

A fee of £450.00 payable at the outset. For loans below £100,000 a fee of £750.00. We will also be paid by commission from the lender. Or you could choose a fee only option where you will pay a fee of £1,500 and we will pass on any commission paid by the lender to you.

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 if the lender rejects your application

A refund of if your application falls through.

No refund if you decide not to proceed.

5. Who regulates us?

Cosgrove Brown Financial Planning Ltd is an appointed representative of Intrinsic Independent Limited, who are authorised and regulated by the Financial Conduct Authority's under FCA Register number 217742.

The permitted business of Intrinsic Independent Limited is advising on and arranging pensions, investments, mortgages, life assurance and general insurance. You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0845 606 1234...

6. Loans and ownership

Intrinsic Financial Services Limited owns 100% of the share capital of Intrinsic Independent Limited. Sanlam Netherlands Holdings BV owns 24% of the ordinary share capital of Intrinsic Financial Services Limited. Friends Life owns 22% of the share capital of Intrinsic Financial Services Limited.

7. Other Interests

Intrinsic Financial Services Limited part owns the Intrinsic Cirilium Investment Company Limited which is the Authorised Corporate Director for the Cirilium fund range.

Intrinsic has a long-term capital sharing arrangement in place with Uinsure Limited, which may result in future payments being made by Uinsure Limited to Intrinsic Financial Services

Limited.

Intrinsic Financial Services Limited has entered into an agreement with Friends Life Limited to develop and grow its protection business. As part of this arrangement, Friends Life Limited has paid us an advanced commission which will be used to invest in the development of IT systems and infrastructure to enhance our protection proposition. This arrangement is in addition to any commission generated for the sale of Friends Life Limited policies, which will be disclosed on a case by case basis.

8. What to do if you have a complaint

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

In writing: Complaints Department, Intrinsic Financial Services Limited, Wakefield House, Aspect Park, Pipers Way, Swindon, Wilts, SN3 1SA.

By phone: Telephone 01793 647400.

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

9. 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 limit of £50,000.

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Mortgages

Mortgage advising and arranging is covered up to a limit of £50,000.

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

Terms of Business

This document sets out the terms of business between Intrinsic Independent Ltd and its clients.

Investment Advice and Recommendations

Any investment advice your adviser provides will be based on your personal financial objectives. We will confirm these objectives, and the reasons for each recommendation in a "Reason for Recommendation" letter. If you have asked for any restrictions on the types of investment or the markets you wish to invest in, these will be confirmed in the Reason for Recommendation letter.

Your Duty of Disclosure

It is your responsibility to provide complete and accurate information to insurers when you take out an insurance policy. It is important that all statements made on the proposal form, or on any additional documentation are full and accurate. Please be aware that if you fail to disclose any relevant information, or any change of circumstances to your insurer then any claim may not be paid. We strongly recommend that the information you provide is checked thoroughly prior to submission.

Acting in your Best Interests

If any material interest or conflict of interest should arise in business that we are arranging for you, we will let you know and ask for your consent before we carry out your instructions.

Your Rights and Client Classification

The FCA has rules which affect the rights you have as a customer.

We classify all our individual customers as 'retail' customers. As a retail customer you have rights under the Financial Ombudsman Service and the Financial Services Compensation Scheme (FSCS). These are set out in the Services and Costs Disclosure Document – "What to do if you have a complaint" and "Are we covered by the Financial Services Compensation Scheme" sections. We have internal complaint handling procedures available – ask us if you would like a copy.

There are other classifications of customer that don't have these rights. These are "professional" customers - such as listed companies, local authorities and larger partnerships or trusts. Also "eligible counterparties" (e.g. national governments and other state bodies, banks or regulated financial services firms).

If you'd like to know how you would be classified please write to Intrinsic Financial Services Ltd, Compliance Department, Wakefield House, Aspect Park, Pipers Way, Swindon, SN3 1SA or to the Financial Ombudsman Service and FSCS.

These Terms of Business will apply from 1/12/2007 and will remain valid until further notice. We reserve the right to change them or anything in them at any time. Either we or you can end them at any time, without penalty and this will not affect any outstanding transactions being carried out on your behalf.

Data Protection Act 1998

The personal information you provide will assist your financial adviser in offering you the best advice as required by the Financial Services and Markets Act 2000. The personal data you provide will be used and stored in accordance with the Data Protection Act 1998. You have a right to access all the personal information that Intrinsic Independent Ltd holds about yourself. To receive this we must receive a written request including a £10.00 fee made payable to Intrinsic Financial Services Ltd.

Client Money

We do not handle Client Money. We never handle cash and will not accept a cheque made out to us (unless it is a cheque in settlement of monies owed to us).

Governing Law

This agreement shall be governed and construed in accordance with the laws of England and Wales. In relation to any dispute, the client irrevocably agrees to submit to the non-exclusive jurisdiction of the English courts.

Financial Crime

All transactions relating to the services provided by us are covered by Money Laundering Regulations and the Proceeds of Crime Act. The FCA also requires that we have appropriate measures in place to prevent the furtherance of financial crime. Our responsibilities under these Regulations, and the rules of the FCA, include but are not limited to verifying the identity and address of our clients and of any third party making payments on their behalf. Where we require, you must supply proof of your identity in accordance with the requirements of the above Regulations. Such verification may include electronic searches of the electoral roll and the use of credit reference agencies, which will result in a 'soft foot-print' on your credit records. This foot-print is not visible to other financial service providers and does not affect your credit rating in anyway. In accordance with the Data Protection Act 1998 acceptance of these terms and conditions represents your permission to us to access this information.