

keyfacts

about our services

Manning and Company
HQ, 237 Union Street, Plymouth, Devon. PL1 3HQ.
Telephone (08700) 333 001

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 can only offer products from a limited number of companies.
Ask us for a list of the companies and products we offer.
- We can only offer products from a single group of companies.
Ask us for a list of the companies and products we offer.

Insurance

- We offer products from a range of insurers for term assurance, critical illness, income protection.**
- We can only offer products from a limited number of insurers for accident, sickness & unemployment and buildings and contents.**
Ask us for a list of the insurers we offer insurance from.
- We can only offer products from one company.

Mortgages

- We offer mortgages from the whole market.**
- We can only offer mortgages from a limited number of lenders.
Ask us for a list of the lenders we offer mortgages from.
- We can only offer a limited range of 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 term assurance, critical illness, income protection, private medical insurance, accident, sickness & unemployment, buildings and contents.**
- You will not receive advice or a recommendation from us for term assurance, critical illness, income protection, private medical insurance, accident, sickness & unemployment, buildings and contents.
- 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

- 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

- A fee.**
- No fee for term assurance, critical illness, income protection, private medical insurance, accident, sickness & unemployment, buildings and contents.

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.
A fee of £75.00, payable after our initial consultation and at the point where you sign to accept our quotation of cost for the proposed works involved. We may also be paid commission from the lender. This fee covers the cost of searching the market, recommending the most suitable lender and mortgage to you, obtaining a Decision in Principle from the lender and any documentation required for the application.

- Where you decide for us to undertake the application process on your behalf, our quotation for the proposed work involved will detail the number of hours we believe the work will take and the cost involved. A typical example would be five hours at £110.00 per hour (£550.00). The actual cost could be more or less than this but we will tell you exactly in the form of a written quotation, before you are bound by any contract.

If, after receiving the commission from the lender, the total amount received by us is more than the amount we quoted you, we will keep the difference for future services. If we have not received enough to cover our costs, we reserve the right to ask you to pay the balance.

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

5. Who regulates us?

Manning and Company is authorised and regulated by the Financial Services Authority. Sesame Limited's FSA Register number is 458361.

Manning and Company's permitted business is advising and arranging life assurance, pensions, investments, mortgages and general insurance business.

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 Disputes Team, Manning and Company (South West) Limited. HQ, 237 Union Street, Plymouth, Devon. PL1 3HQ

By phone: Telephone 08700 333 001.

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.

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.

Mortgages

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.

8. Terms of business

Investment

Commencement date

This Terms of Business comes into effect on the date you receive it from us.

How we act for you

We prefer our clients to give us instructions in writing to avoid possible disputes. We will, however, accept oral instructions providing they are subsequently confirmed in writing.

Any advice we give you will normally be in writing, but if given orally will be recorded on your file.

Where any recommendation we make, or transaction we undertake for you, results in a right to cancel the policy under certain conditions, we will advise you of these rights. We will also tell you if you do not have a right to cancel the arrangement.

Occasions can arise where we, or one of our other customers, will have some form of interest in business which we are transacting for you. If this happens, or we become aware that our interests, or those of one of our other customers, conflict with your interests, we will inform you and obtain your consent before we carry out your instructions.

When we arrange investments for you we will register these in your name unless otherwise agreed in writing. Additionally, we will ensure you receive either a contract note, documents of title, or certificates evidencing title. All such paperwork will be forwarded to you by post as soon as possible after we receive them. Where a number of documents relating to a series of transactions is involved, the documents will normally be retained until the series is completed.

Investment risk

All investments carry a degree of financial risk which will tend to increase in proportion to the potential rate of return on the investments. Any product which is directly or indirectly invested in assets which may fall in value (for example equities) may itself fall in value along with any decrease in value of those assets. Before entering into any investment agreement, you must ensure that you understand the risk associated with the product and are content to accept that level of risk.

We do not handle client monies

Crossed cheques for premiums or investment monies can only be made payable directly to the product provider. No premiums or investment monies of any kind should be paid or made payable to anyone else.

You should therefore decline to give any money to, or write cheques payable to Sesame Ltd Appointed Representatives or Sesame Ltd Registered Individuals. Appointed Representatives and Registered Individuals are not to handle client money any receipt by them of such a payment from you will not be regarded by Sesame Ltd as being a transaction for which Sesame Ltd will have any responsibility.

Contact

Once we have acted upon your instructions we will not normally give you further advice. However, we may review our record of your investments and policies

periodically and contact you to suggest that we arrange a review meeting. We will, however, be pleased to advise you at any time should you require further assistance. We like to keep our customers informed of products and services we offer which may be of interest to them, therefore, from time to time we may forward marketing material to you, or contact you by telephone. Where we are providing advice on an ongoing or retained basis, we will confirm the details to you separately and in writing. These arrangements will be discontinued if, at any time, we cease to be a member of the Sesame network.

Termination of this agreement

You, or we, may terminate our authority to act on your behalf at any time without penalty. Notice of this termination must be given in writing by first class post. It will be deemed to be received 2 business days after being posted.

Any business currently being completed will be completed unless we receive your instructions to the contrary.

Any fees outstanding at the date of termination will be due within four weeks of the termination date.

Law

These Terms of Business are governed and shall be construed in accordance with English law and the parties shall submit to the exclusive jurisdiction of the English Courts.