

keyfacts

about the cost of our services

**Manning and Company
(South West) Limited.**

**HQ, 237 Union Street,
Plymouth, Devon. PL1 3HQ**

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1. The Financial Services Authority (FSA)

The FSA is the independent regulator of financial services. It requires us to give you this document when advising on some savings and investments. You may use this information to compare value for money, to shop around and to decide which firm to use.

2. Our services

We offer an initial discussion (without charge) when we will describe our services more fully and explain the payment options. If you decide to go ahead, we will:

Gather and analyse personal information about you, your finances, your needs and objectives.

Recommend and discuss any action we think you should take and, with your agreement, arrange relevant investments for you.

By developing good financial planning habits such as saving, budgeting, investing and regularly reviewing your finances early in life you will be better prepared to meet life changes and handle emergencies. It is important to note that you as the client are the focus of the financial planning process. As such the results you get from working with a dedicated financial planner are as much **your responsibility as they are those of the planner**. It is a testament to our commitment to offering a very personal, trusting and thorough service that by and large our new clients are introduced to us from existing client relationships. You will build a strong relationship with the Manning and Company team and your financial needs will be met through our absolute commitment to reviewing and regularly keeping you abreast of any issues that may affect you or will be beneficial to your financial well being.

3. What are your payment options?

Not all firms charge for advice in the same way. We will discuss your payment options with you and answer any questions you have. We will not charge you anything until you have agreed how we are to be paid. **We have ticked the payment options we offer.**

X

Paying by fee. Whether you buy a product or not, you will pay us a fee for our advice and services. 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.

X

Paying by commission (or product charges). If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing 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. We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

4. How much might our services cost?

If you choose the fee option

We will agree the rate we will charge before beginning work. We will tell you if you have to pay VAT.

Our typical charges are:

Principal/Director/Partner	£150 - £200 per hour
Mortgage adviser	£100 - £150 per hour
Administration	£75 per hour

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 choose the commission option

You can elect for us to be paid commissions, we will offset these against any fee due. If there is not enough commission payable to cover our fee we will send you an invoice for the difference. If the commission exceeds the quotation, the balance retained for future services.

5. Further information

If you need any more help or information

- ask your adviser; or
- visit www.fsa.gov.uk/consumer.