



# about our services and costs

Manning and Company

7 Delamore Park Cornwood Nr Ivybridge  
Devon PL21 9QP 08700 333001

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## 1. The Financial Services Authority (FSA)

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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.

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## 2. Whose products do we offer?

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### Investment

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

### Insurance

- We offer products from a range of insurers
- We only offer products from a limited number of insurers  
Ask us for a list of the insurers we offer insurance from.
- We only offer products from a single insurer

### Mortgages

- We offer mortgages from the whole market.
  - We only offer mortgages from a limited number of lenders.  
Ask us for a list of the lenders we offer mortgages from.
  - We only offer a mortgage from a single lender.
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## 3. Which service will we provide you with?

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### 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
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## Insurance

- 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

## 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.

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

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### Investment

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 received 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.

We will tell you if you have to pay VAT.

**Lump Sum.** We will confirm what we will charge you in writing before beginning work. Our typical charges are:

Investments/pensions up to £150,000 = 3%.  
Investments/pensions of between £150,001 - £500,000 = 2.5%  
Investments/pensions of over £500,001 = 2%

We will tell you if you have to pay VAT.

**Reviews.** We will confirm what we will charge you in writing before beginning work. Our typical charges are:

Annual review: £75.00 minimum or 0.5% of the fund value each year.

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 that 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.

If you invest a lump sum of £7,200 in an individual savings account (ISA) we would receive commission of 3% of the amount invested (£216) and 0.5% of the value of the fund every year (£36).

If you invest a lump sum of £50,000 in an Investment Bond we would receive commission of 3% of the amount invested (£1,500) and 0.5% of the value of the fund every year (£250).

If you pay £100 a month into a personal pension (with a term of 25 years) then we would receive commission of £350.

If you pay £50 a month towards a whole of life policy, then we would receive £275.

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

**Paying by a combination of fee and commission (through product charges).** We will charge you a combination of fees and commission. The actual amounts will depend on the service provided to you, but will be in line with the arrangements set out in the sections headed '**Paying by fee**' and '**Paying by commission (through product charges)**'.

#### **Other benefits we may receive**

From time to time we may receive training from product providers.

#### **Insurance**

- A fee
- No fee for life insurance, critical illness insurance, income protection, buildings and contents insurance, sickness insurance and private medical insurance

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 procurement fee by the lender

**OR**

A fee of £110 per hour payable at completion we will off set this charge against any commission received from the mortgage 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 for example, where the lender/company rejects your application

A refund of £ or example, if your application falls through

No refund for example, if you decide not to proceed

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**5. Who regulates us?**

Manning and Company of 7 Delamore Park Cornwood Nr Ivybridge Devon PL21 9QP is authorised and regulated by the Financial Services Authority. Our FSA Register number is 458361.

Our permitted business is advising and arranging life insurance, mortgages, regular savings, pensions and investments

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.

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

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

**In writing:** Write to Paul Northmore Manning and Company 7 Delamore Park Cornwood Nr Ivybridge Devon PL21 9QP

**By phone:** Telephone 08700 333001

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

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**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 £50,000 per claimant per defaulting firm.

**Insurance**

Insurance advising and arranging is covered for 90% of the claim with no upper limit.

**Mortgages**

Mortgage advising and arranging is covered for £50,000 per claimant per defaulting firm.

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

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