



about our services and costs

Coton Financial Management Ltd 13 Coton Lane, Erdington, Birmingham B23 6TP

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document has been 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.

2. Whose products do we offer?

Investments

Please refer to section 3 of this document.

Insurance

- We offer products from a range of insurers for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance and Income Protection Insurance,
- We only offer products from a limited number of insurers. Ask us from a list of insurers we offer insurance from
- We only offer products from a single insurer.

3. Which service will we provide you with?

Investments

- 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.
- 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.
- 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.

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance and Income Protection Insurance.
- 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?

Investments

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.

Whether you buy a product or not, on completion of our work, you will pay us a fee for our advice and services. We will confirm the rate we will charge in writing before beginning work and 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.

Our fees are based on the following three main parts of the service we provide:

- 1. Advice (understanding your needs / research / making a recommendation)**
- 2. Transactions / Implementation of a plan (arranging contracts / mediation with providers)**
- 3. Reviews of your plans & circumstances**

We are able to offer & discuss the following options. We will then agree which option suits your needs and whether any ongoing service is required. In some cases you may only require the advice element of the service.

1. Advice

We charge a fixed fee for providing advice / making a recommendation.

You may ask us not to exceed a given amount without checking with you first. It is the policy of Coton Financial Management Limited to ask clients to sign a fee agreement prior to undertaking any chargeable work; this is to avoid any confusion at a later date.

A list of typical examples for advice are shown below:

- | | |
|-------------------------------|---|
| - A financial planning report | £950-£1450
(subject to a
minimum of £750) |
| - A retirement options report | £950-£1450
(subject to a
minimum of £750) |

This fee will be waived should you decide to implement any of our recommendations.

2. Transactions / Implementation of a plan

Our charge for transactions / implementation of a plan is based on a percentage of the amount invested. These charges are applied as follows but are subject to a minimum of £750.

% of amount invested

- Up to £100,000 – 3%
- Band from £100,001 to £350,000 - 2%
- Band from £350,001 to £999,999 - 1%

3. Reviews

There will be an additional charge for ongoing reviews. We will agree the level of on-going services at the time of, or prior to, making our recommendation(s) to you. We will also confirm what we will charge you in writing before beginning work.

Our typical charge for ongoing advice is 1% per annum of the funds under our control.

Example of Costs

If you invest £100,000 in an investment bond we would charge £3000- for the advice and implementation of the plan. Should you wish to receive the advice but then decide against the implementation the minimum fee of £750 would be charged. Should you require ongoing advice, we would charge 1% per year (£1000- however, this figure would fluctuate as the value of the investment changes).

Your Payment Options

Our charges can either be taken from your investment upon receipt by the policy provider or paid directly by you.

Settling your adviser charge in a single payment

You will be required to settle the payment of your adviser charge on completion of our work in 30 days.

You can pay this directly on commencement of the policy. On receipt of this payment we will waive our 'advice' fee.

Paying for ongoing services

We have an ongoing advice service to ensure that your personal recommendation is reviewed frequently and remains relevant to your changing circumstances. The charge for this service is normally deducted from your investment monthly but can be paid directly by you if you prefer.

Insurance

A fee for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance and Income Protection Insurance and is payable upon our recommendation/ completion of the arrangement of the product.

No fee for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance and Income Protection Insurance.

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

5. Who regulates us?

Coton Financial Management Ltd is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 230155

Our permitted business is advising on and arranging Investments, Pensions & Non Investment Insurance.

You can check this on the Financial Services Register by visiting the FCA's Website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

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

....**in writing** R A Schmid, Coton Financial Management Ltd, 13 Coton Lane, Erdington, Birmingham B23 6TP

....**by phone** 0121 350 8335

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.

Investments

Most types of investment business are covered up to a maximum limit of £50,000

Insurance

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

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