



CENTRAL
INDEPENDENT
ADVISERS

about our services and costs

Avening, Lower End, Alvescot
Oxfordshire, OX18 2QA

1. The Financial Services Authority (FSA)

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.

2. Whose products do we offer?

Investment

- We offer products from the whole market.**
- We only offer products from a limited number of companies.
- We only offer products from a single group of companies.

Insurance

- We offer products from a range of insurers for Life Assurance, Mortgage Protection, Critical Illness & Income Protection.**
- We only offer products from a limited number of insurers.
- 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/companies.
 - We only offer a limited range of mortgages from a single lender.
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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.
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Insurance

We will advise and make a recommendation for you after we have assessed your needs for Life Assurance, Mortgage Protection, Critical Illness & Income Protection.

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.

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

Investment

Initial Commission or Fee

The size of the fee or commission will depend upon the value of your investment portfolio. This will range between **0%** and **3%** by agreement prior to us making any specific recommendations.

You will not be charged initial fees or commission for any subsequent changes to investments within your plan.

Annual Management Fee: 0.5%

We will charge **0.5%** of the value of your investment portfolio for ongoing investment advice whether by way of ongoing commission or fee.

Insurance

A fee.

No fee for advice on Life Assurance, Mortgage Protection, Critical Illness & Income Protection.

You will receive a quotation [which will tell you about any commission](#) relating to any particular insurance policy.

Mortgages

No fee.

A fee equating to **0.35%** (0.50% for Buy to Let) of the amount of your mortgage subject to a minimum amount of **£500**. Any commission we receive from the lender will be refunded or offset against our fee. The fee becomes payable on completion of the advisory process, normally completion of your mortgage.

You will receive a key facts illustration when considering a particular mortgage, which will tell you about any fees relating to it. Our fee will not be included in any mortgage key facts illustration issued by a lender where the application has been made directly to the lender.

Refund of fees

If we charge you a fee, and your mortgage does not go ahead, you will receive:

- A full refund if all applications fail.
- No refund if you decide not to proceed.

5. Who regulates us?

Central Independent Advisers is a trading name of **Piggybank UK Limited**, Avening, Lower End, Alvescot, Oxfordshire, OX18 2QA. Registered in England & Wales No. 5110425 and is authorised and regulated by the Financial Services Authority. Our FSA Register number is **533565**.

Our permitted business is Insurance, Mortgages, Investments and Pensions (including transfers).

You can check this on the FSA's Register by visiting the FSA's website

<http://www.fsa.gov.uk/register/home> or by contacting the FSA on **0845-6061234**.

6. What to do if you have a complaint

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

...in writing: Write to **Central Independent Advisers**, Avening, Lower End, Alvescot, Oxfordshire, OX18 2QA.

...by phone: Telephone **01993-844677**.

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.

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.
