



about our services and costs

Westbrook Court
2 Sharrow Vale Road
Sheffield
S11 8YZ

Westcourt Financial Services Ltd

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?

Investment

Please refer to Section 3 of this document.

Insurance

- We offer products from a range of insurers for life assurance, critical illness cover, income protection and medical insurance.
- We only offer products from a limited number of insurers
- We only offer products from a single insurer.

3. Which service will we provide you with?

Investment

- 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 non-investment insurance contracts that we deal with.
- 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

You will pay for our services on the basis of an adviser charge, a fee or a combination.

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.

All fee amounts quoted below are exclusive of VAT, expenses and disbursements; these will be added to the invoice if applicable

Advised Services

For our advised services, you will pay us via a fee or an adviser charge.

Initial Advice Service

Our initial advice will be appropriate for you, based on your requirements and circumstances at that time. We will not ensure that any initial advice remains suitable for you at a later date, unless you select to receive ongoing services from us.

Ongoing Services

In addition to our initial advice services, you could ask us to undertake further services on an ongoing basis. Details of any ongoing services that we offer are detailed later within this document.

Our typical adviser charges are noted in this document. The exact amount may be more or less than this, but will be specifically agreed with you based on the work you ask us to do for you.

We will confirm the actual fee or adviser charges in writing within our separate 'Services & Payment Agreement', before providing our services to you.

If we do not agree a fixed fee or adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

The Cost of our Services

Payment for Initial Advice Services

Before we provide any services to you, we will gather information about your circumstances and needs and this discovery meeting will be at our expense.

After this we will charge you a fixed adviser charge for general advice and recommendations, based on your specific needs and circumstances. The minimum fee will be £350 and will be calculated based on our time, the complexity of the advice and the potential added value to you. Once agreed, the adviser charge amount will not change, except where your needs or circumstances differ from our initial expectations.

If you proceed to arrange financial services products, our implementation adviser charge/fees will be as follows:

A one-off adviser charge or 'fee' as a percentage of the initial investment amount as follows:

For Investments & pensions

Up to 3% - subject to a minimum of £350

Example:

If you invest a lump sum of £100,000 into an investment contract or personal pension plan, we would charge up to 3% of the amount invested, which would mean a maximum initial cost of £3000

A specific payment agreement will be provided relative to your investments and requirements.

For Annuities

Up to 1.5% - subject to a minimum of £500

Example:

If you annuitise a pension fund of £50,000, we would charge up to 1.5%, which would mean a maximum initial cost of £750.

A specific payment agreement will be provided relative to your investment and requirements.

For Enhanced/Impaired Annuities

Up to 2% - subject to a minimum of £800

Example:

If you annuitise a pension fund of £50,000, we would charge up to 2%, which would mean a maximum initial cost of £1,000.

A specific payment agreement will be provided relative to your investments and requirements.

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

OR

For Regular Premium Contracts/Investments

Up to 100% of the first month's contribution

Example:

If you contribute £350 a month into an investment contract or personal pension plan, we would charge a maximum of 100 % of the first month's contribution, which would mean a total initial cost of £350.

We will tell you how much the total initial fee/adviser charge will be before you complete an investment, but you may ask for this information earlier.

Payment for Ongoing Services

There will be an additional charge for any ongoing work we carry out on your behalf. This will be determined by your individual requirements. We will confirm the rate, frequency and length of any ongoing service(s) before commencing; this would typically be up to 1% per annum.

Ongoing services offered:

- Ongoing meetings
- Reporting & Valuations
- Investment Reviews
- Contact
- Administration
- Professional services

More details on the services we offer will be provided separately in our Service Proposition document.

Example:

Type of service: Advisory or Bespoke

Our ongoing charges might cost, if based on a percentage of fund value:

- Based on a fund value of £100,000, an ongoing charge of 0.5% of this amount would mean that it would cost £500 per annum to provide an ongoing service ($£100,000 \times 0.5\% = £500$). If the fund value increases over time, the ongoing charge then increases accordingly.

YOUR PAYMENT OPTIONS

Settling your fee/adviser charge in a single payment

Whether you buy a product or not, you will pay us an adviser charge for our advice and services which will become payable on completion of our work. We will tell you if it is possible to pay your adviser charge through a deduction from your investment.

You will be required to settle the payment of your adviser charge on completion of our work within 28 business days. We accept cheques or BACS payments. We do not accept payment by cash. You will be provided with a receipt upon payment.

Non Advised Services

The Cost of our Services

We will tell you how we get paid and the amount before we carry out any business for you.

Other benefits we may receive

We advise on a range of products from a variety of firms; we may receive certain non-monetary benefits from these firms, which are used to enhance the quality of service we provide to you. This year we expect to receive in total 20 hour's worth of training from some or all of these firms. Some of the cost of this training may be passed to you as part of the total charges you pay should you choose a product provided by one of these firms. Other benefits we may receive include access to technical services, information technology support or the supply of product literature. Further information regarding any of these arrangements is available on request

Information about other costs and associated charges

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

Insurance

- A fee
- No fee for advising on and arranging all non-investment contracts that we deal with.

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

5. Who regulates us?

Westcourt Financial Services Ltd, Westbrook Court, 2 Sharrow Vale Road, Sheffield, S11 8YZ is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 458200.

Our permitted business is advising on and arranging investments and non-investment insurance contracts.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms or by contacting the FCA 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 Westcourt Financial Services Ltd, Westbrook Court, 2 Sharrow Vale Road, Sheffield, S11 8YZ.

By phone: Telephone 0114 267 9338.

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 up to a maximum of £50,000.

Insurance

Insurance advising and arranging on long term insurance contracts is covered for 100% of the claim, without any upper limit.

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