



about our services and costs

Thurlowe-Clarke Limited

Castle Court
41 London Road
Reigate
Surrey
RH2 9RJ

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 & Pensions



We offer products from the whole market.

Insurance



We offer products from a range of insurers for Term Assurance, Whole of Life Insurance, Mortgage Protection, Critical Illness, Private Medical and Permanent Health insurance.

Mortgages



We offer mortgages from the whole market.

3. Which service will we provide you with?

Investment & Pensions



We will advise and make a recommendation for you after we have assessed your needs.

Insurance



We will advise and make a recommendation for you after we have assessed your needs for Term Assurance, Whole of Life Insurance, Mortgage Protection, Critical Illness, Private Medical, Permanent Health insurance.

Mortgages



We will advise and make a recommendation for you after we have assessed your needs.

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

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 until we have agreed with you how we are to be paid.

Different advisers charge for their services in different ways. We charge pre-agreed transparent fees for the professional advice, implementation and review services we provide.

First Meeting

The first hour of any consultation is covered by Thurlowe Clarke Ltd (and not passed on to the client) but this includes travel time. This meeting is held without charge or obligation.

Following the first meeting, we will write to you with a detailed engagement letter describing the specific services we will provide and the fees for these services. We will never charge you anything until you have agreed how we are to be paid by signing a copy of the engagement letter.

Our fees are charges in three separate areas:

Advice

We charge you a fixed project fee for the acquisition and analysis of data, and the provision of a written report and recommendations, presented to you so you have the opportunity to ask any supplementary questions.

Our advice fees typically range from £500 to £2000, depending on the complexity of the work involved and the level of expertise required. We will tell you the precise fee for the advice in your engagement letter.

Our advice fee is payable on the completion for the advice activity, either by invoice or an agreed offset of commission if we go on to implement a financial product. If we do not carry out any implementation activity, this is the only fee you will pay. No VAT is currently payable on our fees because we are currently not registered for VAT although this can change at very short notice.

Implementation

In addition to the advice fee, we typically charge an administration fee of 2% of the amount invested, with a minimum charge of £1000. This implementation fee is usually paid through an agreed offset to commission when we implement a financial product on your behalf.













For larger investment portfolios, typically those in excess of £500,000, we usually reduce our implementation fee.

Whilst we charge fees in respect of the majority of financial products that we implement for our clients, our implementation fee for arranging life assurance is the payment of a commission on a 'non-indemnity' basis. This is subject to a minimum implementation fee of £1000. We will always disclose to you the precise amount of commission to be paid before you make an application.

Ongoing Advice & Reviews

If you require an ongoing review service, we have three different levels of service that we offer to our clients. We will advise you which we feel is most appropriate however it is your choice on what level of service you would like to receive ongoing.

What are the benefits of being a Preferential or Executive client ?

-  Access to highly qualified impartial financial advice
 -  Clients get an ongoing service which is advice driven not dependent on sales
 -  Ongoing support and assistance
 -  Full annual review
 -  All existing plans kept under review
 -  Takes the complexity and hassle out of administering your financial life
 -  You will be updated on key issues that could affect you such as tax or legislation changes
 -  Guidance on all areas of financial planning from Annuities to Wills
 -  Supplying end of year taxation information as required
 -  Business planning and advice
 -  Access to other professionals e.g. Accountants, Will Writers Solicitors
 -  Someone to discuss ideas with and challenge your thinking
-

Transactional	Preferential	Executive
<p>You do not require ongoing advice and do not wish to pay a regular retainer or fees, but still want to know we are available should you need financial advice in the future.</p> <p>There are no monthly retainers or other regular fees and work will only be undertaken at your request.</p> <p>Your file will only be updated when you have requested a service.</p> <p>Your portfolio will not be monitored.</p> <p>A fee will need to be charged for updating your file before any work is commenced.</p> <p>This will also be agreed with you in advance, and will be based on the appropriate hourly rate for the work involved. This may be offset against any other fees or commission earned.</p> <p>Fees will be agreed with you for each service prior to work commencing</p> <p>New opportunities will not be drawn to your attention.</p>	<p>You do require ongoing advice once a year to review your financial position and create a financial plan to meet your own financial goals.</p> <p>Minimum fee of £1,000 which can be paid via a fund based commission of 0.5% to 1% on your investment or as fee.</p> <p>Your file will be updated after each annual review.</p> <p>Your portfolio will be monitored and a risk assessment questionnaire will be completed at each annual review. This will demonstrate the level of investment risk that you are happy with for the next 12 months.</p> <p>New opportunities will be drawn to your attention through our quarterly newsletter "Moneyworks"</p> <p>On-going telephone and email support</p>	<p>You do require ongoing advice twice a year to review your financial position and create a financial plan to meet your own financial goals.</p> <p>Minimum fee of £2,000 which can be paid via a fund based commission of 0.5% to 1% on your investment or as fee.</p> <p>Your file will be updated after each annual review.</p> <p>Your portfolio will be monitored and a risk assessment questionnaire will be completed at each annual review. This will demonstrate the level of investment risk that you are happy with for the next 12 months.</p> <p>New opportunities will be drawn to your attention through our quarterly newsletter "Moneyworks"</p> <p>Written portfolio valuations on request</p> <p>On-going telephone and email support</p> <p>Providing strategic updates to your other professional advisers and supplying end of year taxation information</p> <p>Access to Thurlowe Clarke Platform where you can monitor your</p>

5. Who regulates us?

Thurlowe-Clarke Limited is authorised and regulated by the Financial Services Authority. Our FSA Register number is 125772.

Our permitted business is advising and arranging life insurance, pensions and investments.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA 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 Mr Stephen Murphy at Thurlowe Clarke Ltd, Castle Court, 41 London Road, Reigate, Surrey RH2 9RJ

By phone: Telephone 01737 735077

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 £50,000 per person per firm.

Cash Deposit and Savings accounts are protected to £85,000 per person per firm.

Insurance

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

Insurance Company Bonds and Pensions are covered for 90% of the claim with no upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Mortgages

Mortgage advising and arranging is covered for 100% of the first £50,000.

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

Terms of business

Commencement date

These terms of business come into effect on the date you receive them from us.

How we act for you

We can act for you if you live in the UK. There may be restrictions on how we can advise you if any of the following apply:

- You don't live in the UK
- You are currently staying in the UK, but normally live abroad
- You are currently staying in the UK and plan to move abroad or return to another country

Please ask us for details if you think this may apply to you.

The FSA requires us to classify our clients as either 'retail' (personal) or 'professional' (business). We classify all our customers as 'retail' so that you get the highest level of consumer protection and in some cases, access to the Financial Ombudsman Service.

We will provide our services to you using reasonable care and skill. There may be circumstances where you ask us to provide specialist advice, which we are not allowed to give.

We can, however refer you to someone who can advise you in areas we cannot. They may pay us a fee or some other benefit for us introducing you to them as a customer; if this happens, we will tell you in writing.

You should receive a separate agreement from them explaining what services they will provide to you; they may be other financial advisers, solicitors or accountants. Any persons to whom we refer you to will take responsibility for the advice they give to you.

We can't give you legal advice, but we will point out and explain to you what the payments terms, exit charges, exclusions and other key terms are for any product you buy using our services.

We will communicate with you orally and in writing. We prefer our clients to give us instructions in writing to avoid possible disputes. If we accept oral instructions from you, we will confirm them in writing to you. Any advice we give you will normally be in writing, but if given orally, we will record it on our files.

We may give you advice about policies or investments, which you may (for a short period) be able to cancel. We will advise you if you have a right to cancel any policy or investment on which we have advised you.

When we advise on or arrange certain types of investment products for you, we have to make sure that we get the best possible result for you, as a personal client.

When we arrange investments for you we will register these in your name unless otherwise agreed in writing. Additionally, we will ensure you receive either a contract note, documents of title or certificates evidencing title. All such paperwork will be forwarded to you by post as soon as possible after we receive them. Where a number of documents relating to a series of transactions are involved, the documents will normally be retained until the series is complete.

Conflicts of interest

Occasionally, we or one of our customers might have some type of interest in business that we are carrying out for you. This is called a 'conflict of interest'. If and when we become aware of a conflict of interest, we will tell you before we carry out any business for you and get your consent before we continue advising you. On occasion we may have to cease acting for you, but we will help you find advice from elsewhere, if you want us to.

We are not allowed to be your trustees or to put your assets in any trust, nominee account, fund or pension scheme in which we have a material interest. You may not appoint us as an executor of your will.

Indirect benefits

We may receive non-monetary benefits from product providers. We will tell you before the transaction if we will receive some form of benefit that is above the level we have set as 'reasonable'.

Investment risk

All investments carry a degree of financial risk that will tend to increase in proportion to the potential rate of return on the investments. The value of some may fall as well as rise. Before entering into any investment agreement we will explain the risk, but you must tell us if you do not understand our explanation of the risk, or if you do not wish to accept that level of risk.

How we charge you for our services

Full descriptions of the payment options we offer are included in section 4 of this Keyfacts document.

If we charge you fees, we may increase our rates in the future but will do so unreasonably.

We will tell you, in writing, one month in advance of any changes to our fees. If you do not agree to the increase, you or we may end this agreement. Settlement of our invoices is due within 30 days and we reserve the right to charge reasonable interest on overdue payments. Interest will be chargeable on a daily basis. We reserve the right to discontinue work on all current matters if any bill is not settled promptly.

We may also charge you for any disbursements we have agreed to pay on your behalf. We will notify you of these in writing, if they apply.

As part of this agreement we will provide you with our services for as long as you ask us to. If you decide to end this agreement and have paid fees in advance for future advice, we will refund a reasonable amount of those fees.

Client money

We **never** hold client money.

- 'Client money' is money that we receive and hold on your behalf. This can be in any currency, cash, a cheque or money in a bank account.

You must not:

- Make a cheque payable to us (unless it is for payment of fees due to us); or
- Give us a blank cheque; or
- Give us cash (unless it is for payment of fees due to us).

The following is **not** client money:

- Crossed cheques made payable to someone else, which you give to us to forward to them on your behalf;
- A cheque made payable to us as payment for our services to you. If we have agreed to be paid fees for our services, we may ask for the non-refundable portion of it ahead of delivering the service to you.

If you are uncertain about any of the above, please ask us.

Handling assets owned by you

We can temporarily hold documents that evidence your ownership of assets, but you must make sure you have copies of them. We will return originals to you after using them to provide our services to you.

When we arrange investments for you, we will register these in your name. We will also make sure you receive either a contract note, documents of title, or certificates confirming that you own those investments. This paperwork will be sent to you by post as soon as possible after we receive it. If we are arranging a series of transactions on your behalf, we will normally keep all the documents until those transactions have been completed.

You must never transfer ownership of any assets to us or to any company in which we have a controlling interest.

Data protection

We have issued you with a Data Protection Statement setting out how we collect and use data about you.

Communications

If we need to contact you, we can either write to you or phone you. Please let us know which you prefer and if you want us to email or fax you. If you verbally ask us to do something for you, we will confirm this to you in writing to ensure we have understood your instructions correctly. If we give you advice we will normally confirm it to you in writing.

Provision of information by you

We seek to ensure that any personal information we hold about you should remain accurate and up to date; as this could affect the advice we give you. Therefore, please let us know if there are any significant changes to your personal details, when they occur.

If we ask you to fill out any forms or documents, you must do this promptly, accurately and honestly. You may be committing a criminal offence by completing a form with information that is not accurate or truthful. We will not be liable to you if you suffer financially because you have not completed a form or document truthfully or accurately. As and when requested you must provide instructions to us in a timely and clear manner during the course of your work.

When we first meet, we will agree the services we will provide to you. If we agree to provide you with ongoing reviews, we will regularly check that the information we hold on you is correct. You must tell us if we have got anything wrong.

Termination of our services

You or we may terminate our authority to act on your behalf at any time.

You will be liable to pay for any advice or services that you have received prior to the date of termination. This means that where we have agreed the advice and services that we will provide for you and we have agreed to receive payment for these, either by means of a fee or by receiving commission from a provider, you will have to pay us for any work we have completed up to the date of termination.

Law

These terms of business will be interpreted and construed in accordance with English law and is subject to the exclusive jurisdiction of the English courts, except if your address is in Scotland, when the courts of Scotland shall have non-exclusive jurisdiction.

Client Consent

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

I/We agree that this client agreement will come into effect from the date of issue.

Client Name(s) X-----

X-----

Client Signature(s) X-----

X-----

Date of Issue X-----

The agreed level of ongoing advice and support that you require:

Transactional Preferential Executive

DATA PROTECTION ACT 1998 - USE OF YOUR PERSONAL INFORMATION

As you may be aware, the UK is one of the most highly regulated financial centres in the world. This is to safeguard the interests of consumers and other persons purchasing and being advised about investments, insurance and other financial products and in use of their personal data. Against this backdrop, we are required to make certain regulatory and statutory declarations to you.

If instructed by you, we collect data during our initial and other meetings with you about you and your family. We will also be collecting data about you and your family from other persons. We collect the data through note-taking and filling in of questionnaires about you and your family's circumstances.

We may make checks with credit rating agencies to authenticate and verify your identity and credit status. We also make checks with Institutions with whom you have policies of insurance and investments and with your mortgage provider. These checks are to help us with our obligations at law and generally to ensure that we provide you with advice that suits your circumstances. The scope and extent of the gathering of information from third parties depends on what type of service you are taking from us.

How is your information used?

Primarily, we use your data and data about your family's circumstances to provide advice to you and complete transactions on your behalf. We analyse and assess your data to maintain and develop our relationships with you.

Depending on the instructions we receive from you, we may pass your data to other professional advisers to enable us to provide advice most suited to your circumstances. Usually, this would be referrals to local accountants, solicitors, tax advisers and sometimes to specialist advisers in the financial and insurance industry where we do not feel we have appropriate expertise. We, and any third party specialist advisers to whom we introduce you, will, of course, pass your data to Institutions if you agree to purchase or amend policies and products as part of the sales and advice process.

We will retain your data according to the statutory requirements for regulatory products. For instance, if you are given specialist pension advice, the data will be retained indefinitely. If you want details of the statutory retention periods for various product types please contact us and we will obtain the latest legal position on your behalf.

Your data is held in our offices in computer-based and paper-based filing systems.

We may introduce you to Institutions who process your information in countries that are outside the European Economic Area, which do not offer the same level of protection for your personal data.

New products

We have a wide portfolio of financial and insurance products available to us. We believe these are some of the best and most appropriate in the marketplace. We would also like to be able to contact you so that we can further advise you of developments of new products that might be suited to you. We also might advise you of legal developments that might make it appropriate for us, or for third parties, to give you pro-active advice about the investments, insurance and other financial products of which we are aware. We stress that your information would only be used in this way to help us to provide a pro-active service to you. As we all know, time is precious and none of us want to be bombarded with information that is simply not relevant or which we do not require. Please tick below or alternatively contact us at our usual address if you do not wish your information to be used in this way.

Your right to a copy of your personal data

Under the Data Protection Act you have a right, upon payment of a fee, currently £10, to obtain a copy of the personal information that we hold about you. If you believe that any information held is incorrect or incomplete, you should contact us at our usual address. Any information that is found to be incorrect or incomplete will be amended promptly.

Thank you for your time and I confirm that we are at all times committed to making sure that, as you are a customer of a company authorised directly by the FSA, you receive the best service and products available in the marketplace.

I do not wish to receive information about the products or services of other carefully selected third parties from within the Financial Services and Insurance industry.

Only tick the box above, sign below, date this notice and send it to us if you do not wish to receive details of third party products and services that may be of benefit to you financially.

Name:

Date.....

Name:

Date.....

Data Protection

Your personal data will be held at our offices on either a computer-based and/or paper-based filing system. We will treat such information as confidential and will not disclose any of it to outside persons or firms for whatever purpose without your permission. Under the Data Protection Act you have a right, upon payment of a fee, currently £10, to obtain a copy of the personal information that we hold about you. If you believe that any information held is incorrect or incomplete, you should contact

us at our usual address. Any information that is found to be incorrect or incomplete will be amended promptly.