



## about our services and costs



*Roundhouse Financial Services LLP*  
*Gunpowder House*  
*66-68 Great Suffolk Street*  
*London SE1 0BL*

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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 is designed by the FSA to be given to consumers considering taking advice on 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 can only offer products from a limited number of companies.
- We can only offer products from a single group of companies.

#### Insurance

- We offer products from a range of insurers for Term Assurance (Life & Critical Illness), Permanent Health Insurance (Income Protection) and Private Medical Insurance.
  - We can only offer products from a limited number of insurers.
  - We can only offer products from a single insurer for Payment Protection Insurance (ASU/MPPI) – British Insurance Limited (via our website link)
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### 3. Which service will we provide you with?

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We offer an initial discussion and/or meeting (without charge) when we will describe our services more fully and explain the payment options. If you decide to go ahead, we will:

- gather and analyse personal information about you, your finances, your needs and objectives;
  - recommend and discuss any action we think you should take and, with your agreement, arrange relevant policies and/or investments for you.
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### 4. What are your payment options?

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## Investment and Insurance

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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 anything until you have agreed how we are to be paid. **We have ticked the payment options we offer.**

**Paying by fee.** Whether you buy a product or not, on completion of our work, you will pay us a fee for our advice and services. If we also receive 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.

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 typical charges are shown in our current Terms of Business.

### **Fixed Project Fees**

We are able to quote a fixed fee for a specific project. Please ask us for more information.

You may also ask us not to exceed a given amount without checking with you first.

It is our policy to ask clients to sign a fee agreement prior to undertaking any chargeable work; this is to avoid any confusion at a later date.

**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 up front, that does not mean 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. We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier. The amount of commission we receive will vary depending on the amount you invest and (sometimes) how long you invest, or your age.



For example,

- If you invested £100,000 in an Investment Bond we would receive commission of £3,000 (3%) and 0.5% of the value of the fund (approximately £500) every year.
- If you invest £100 per month (gross) in a new Personal Pension Plan (example based on 25 years to retirement), we would receive commission of approximately £415 and 0.5% of the value of the fund each year (should the fund be worth £1200, the commission would be £6 in year one).

**Paying by a combination of fee and commission (through product charges).** In some circumstances, we may charge you a combination of fee and commission. The fee will not exceed the rates shown in this document. We will agree the rate we will charge before beginning work. The fee will become payable on completion of our work. 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. We will tell you how much the commission

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will be before you complete an investment, but you may ask for this information earlier. Where we charge a combination of fees and commission, our maximum rates are set out in the fee information and the commission sections above. **In addition to the above we may charge a fee on a different basis for a specific transaction or project but we will agree this with you in advance.**

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## **5. Who regulates us?**

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Roundhouse Financial Services LLP of 66-68 Great Suffolk Street London SE1 0BL is authorised and regulated by the Financial Services Authority. Our FSA Register number is 208684. Our permitted business is advising on and arranging investments, pension transfers, insurance and mortgages.

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**

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

In writing: Write to Mr D Weaver, Roundhouse FS LLP, 66-68 Great Suffolk Street, London SE1 0BL

By phone: Telephone: 020 7261 1500

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 limit of £50,000.

### **Insurance**

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