



## About our services and costs



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& COMPANY LTD

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### 1. The Financial Conduct Authority (FCA)

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

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### 2. Whose products do we offer?

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#### Investment

- We offer products from the whole market.
- We only offer products from a limited number of companies. Ask us for a list of the companies whose products we offer.
- We only offer products from a single group of companies.

#### Insurance

- We offer products from a range of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover.
- We only offer products from a limited number of insurers for non-investment insurance contracts.  
Ask us for a list of the insurers we offer insurance from.
- We can offer products from a single insurer for non-investment insurance contracts.  
We only offer our own products for non-investment insurance contracts.

#### Mortgages

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of companies.
- We only offer mortgages from a single lender.

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### 3. Which service will we provide you with?

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#### 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 but we will not:
- Conduct a full assessment of your needs;
  - Offer advice on whether a non-stakeholder product may be more suitable.

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We offer a full financial planning service or alternatively can provide specific advice on:

- Savings and investment,
- Protecting yourself and/or loved ones in the event of death, serious illness or disability,
- Retirement planning.

#### Insurance

- We will advise and make a recommendation for you after we have assessed your needs for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover
- You will not receive advice or a recommendation from us for non-investment insurance contracts. 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.
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## 4. What will you have to pay us for our services?

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### Investment

You will pay for our services on the basis of adviser charging and/or fee. We will discuss your payment options with you and will answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

**Paying by fee:** Whether you buy a product or not, you will pay us a fee for our advice and services. Fees will be invoiced on a monthly basis until completion of our work.

We will confirm the actual rate we will charge in writing before beginning work. Our typical charges are:

**Hourly Rate:** Director / Financial Adviser                      £123 per hour

### Lump sum

Amount to be Invested	Fee as a % of sum being invested
Up to £100,000	<b>1.9%</b>
Excess above £100,00 to £250,000	<b>0.6%</b>
Excess above £250,000	<b>0.5%</b>

For example: An initial investment of £200,000 would incur an advice and implementation fee of £2,500 (£100,000 at 1.9% + £100,00 at 0.6%) an effective rate of 1.25%.

**Reviews:** Everyone's circumstance are different, so for a review we charge an hourly rate for the time it will take to complete the job, subject to a minimum:

Initial review:     - £500 with the initial consultation without charge.

Annual Review:   - By reference to the Service Proposition.

At the moment we do not require you to pay VAT, however this may change in the future. We will tell you if you have to pay VAT prior to work commencing.

We will give you an estimate of how much in total we may charge. You may also ask us not to exceed a given amount without checking with you first.

**Paying by Adviser Charging:** We will agree with you an amount for the service that we provide which will be paid to us from your cash account held within the Investment platform. Alternatively should a cash account not be available, the cost for our services is to be deducted (if possible) from the investments we hold. You will be charged as set out and agreed with in accordance to the signed value proposition.

**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. 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 specifically for non-investment contracts covering pure protection such as term assurance, income protection and critical illness cover although the costs involved in advising on these areas maybe incorporated in to any fee that you pay us for other services. This will be made clear in your letter of engagement.

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

## Mortgages

No fee. We will be paid a procuration fee from the lender, or

A fee of £123 per hour. For example if the total time to arrange your mortgage came to 5 hours, we would charge you £615, which may be more or less depending on your personal circumstances. Fees will be invoiced on a monthly basis for the work until completion. We will offset any introductory fees received from the lenders against the fees due.

A fee of £1,500 will be payable at the outset for the recommendation and arranging of a mortgage. Any commission received from the provider will be returned to you, the client.

You will receive a key facts illustration when considering a particular mortgage, which will tell you about any fees relating to it.

Fees are negotiable depending on how complex your requirements are.

## Refund of fees

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

No refund in any circumstances.

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## 5. Who regulates us?

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Andrew Stuart & Company Limited is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 441589

Our permitted business is to provide investment advice and arrange life assurance, pensions, collective investments (e.g. unit trusts, investment trusts, and OEICs), individual savings accounts, Mortgages and general insurance.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.gov.uk/register](http://www.fca.gov.uk/register) or by contacting the FCA 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:

Andrew Stuart & Company Limited  
1 Station Road, Hathersage, Hope Valley, S32 1DL

**...by phone:** Telephone 01433 651438

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

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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

Provision and mediation of investments: protection for 100% of £50,000.

### Non-Investment Insurance

Non-compulsory insurance provision (both general and life insurance): protection for 90% of the claim, with no upper limit. Cover for compulsory insurance is 100% of the claim with no upper limit.

### Mortgages

Advising on or arranging house purchase finance: protection for 100% of £50,000

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