



about our services and costs

G N Byrd & Company

16 Cross Street Leamington Spa CV32 4PX

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.
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Insurance

- We offer products from a range of insurers for term assurance, critical illness, income protection and mortgage payment protection insurance.
- 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.
 - We only offer 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 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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Insurance

- 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.

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

You will pay for our services on the basis of a fee, commission or a combination of fee and commission. 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 much 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. 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 the investment amount or refund the commission to you.

We will agree the rate that we will charge you before beginning work. We will tell you if you have to pay VAT.

Our typical charges are:

Hourly Rate	Principal/Proprietor	£175 - £200 per hour
	Financial Adviser	£150 - £175 per hour
	Administration	£50 - £75 per hour

Or

Lump Sum: We will agree the percentage that we will charge you before beginning the work.

Our typical charges are 5% of the amount invested to cover the work done up to and including issue of policy documents (for example, if £10,000 is invested, our fee would be £500). Subsequent work would be charged at the hourly rate shown above.

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.

Paying by Commission (through products charges)

If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing to us up front, that does not mean our service is free. You will pay us indirectly through product charges. Product charges pay for the

providers own costs and any commission. If you buy direct, the product charges could be the same as when you buy through an adviser, or they could be higher or lower.

For example:

If you invest £10,000 in an investment bond, we would received 5.5% of the initial amount invested (£550) and 0.5% of the value of the fund (£50 based upon the original investment) each year. If you invest £10,000 into a Personal Pension, we would receive 6% of the amount invested (£600) and 0.5% of the value of the fund (£50 based on the original investment) each year.

These are examples only and we will tell you how much the commission will be before you complete an investment, but you may request this information earlier.

We may take commission on the basis of an initial amount and a percentage of the fund value each year, or we may take all the commission at the start of the plan. This will be shown on your personalised illustration.

Paying by a combination of a fee and commission (through product charges)

We may charge you a combination of a fee and commission. The actual amounts will depend on the service provided to you, but will be in line with the arrangement set out in the above sections headed **Paying by a Fee** and **Paying by Commission (through product charges)**.

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 the relevant third party documentation, for example, a Key Features document

Insurance

- A fee of £500 is payable on application for advising on and arranging non investment insurance contracts that we deal with.
- No fee for advising on and arranging non investment insurance contracts that we deal with.

You will receive a quotation/key features document which will tell you about any other fees/commission relating to any particular insurance policy.

Mortgages

- No fee. We will be paid commission by the lender.
- A fee expressed as a percentage of the amount borrowed. For example, if we agree a fee of 0.5% of the amount borrowed and if you borrowed £100,000 our fee would be £500.00. We may or may not also be paid commission by the lender. The fee is payable upon completion of the mortgage.

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

Refund of fees

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

- A full refund.
- A refund of 50% of the fee if your application falls through based upon the valuer's report.
- No refund if the application does not proceed for any other reason.

5. Who regulates us?

GN Byrd & Company 16 Cross Street Leamington Spa CV32 4PX is authorised and regulated by the Financial Services Authority. Our FSA Register number is 120782.

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

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 G N Byrd & Company 16 Cross Street Leamington Spa CV32 4PX

...by phone: Telephone 01926 337878.

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.
