

# **F1RST** Financial Services

Investment • Pension • Mortgage • Protection

## **What this document contains and what it means to you**

I am a Mortgage & Protection Specialist and part of F1RST Financial Services. We offer mortgage & protection advice from a panel that is representative of the whole of market. This means I can tailor my advice and offer products and services in a more effective manner for all concerned. My aim is to help our clients understand, protect and increase their assets and at the same time, help reduce their outgoings. This document will outline the services I am able to offer you.

### **It contains:**

**Page 2-3: Our Terms of Business for Mortgage & Insurance.**

**Page 4-5: Key Facts about our services.**

**Page 6: Factfind Declaration and Your Consent.**





# F1RST Financial Services

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## Our Terms of Business

**WE ARE BOUND BY THE RULES OF THE FINANCIAL CONDUCT AUTHORITY AND PROFESSIONAL INDEMNITY INSURANCE IS MAINTAINED FOR THE PROTECTION OF CLIENTS.**

When we have arranged any contract or contracts for which you have given us instructions, we will not give you any further advice unless you request it, although we will be glad to advise you at any time if you ask us to do so. You, or we, may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will not affect the completion of any transaction on your behalf.

**WE DO NOT HANDLE CLIENT'S MONEY.** We do not accept cash or cheques made payable to us (unless it is in settlement of fees, charges or disbursements for which we have sent you an invoice). Cheques for premiums, investments, contributions etc, should always be made payable to relevant lender, life office, investment/fund manager or pension provider.

**WE OFFER FINANCIAL ADVICE.** Any advice or recommendation that we offer to you, will be based on your stated objectives, circumstances and take into account any restrictions that you wish to place on the type of products you would be willing to consider.

With very few exceptions, we will confirm to you in writing the basis of our reason for recommending the products arranged on your behalf.

Your stated objectives will be reiterated in the **Suitability Report**, which we will issue to you following our recommendation, along with details of any special risks associated with the product recommended. Unless confirmed in writing to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

Full details of the products we may recommend to you including, for example, the minimum duration of the product, information on the right to cancel or whether no right to cancel arises, and any other early termination rights and penalties, will be covered in the relevant product disclosure information you will receive before conclusion of any contract.

Any products we have arranged for you, will not be kept under review but we will advise you upon your request. **However, we may contact you in the future by means of an unsolicited promotion should we wish to discuss the relative merits of a particular product or service which we feel may be of interest to you.**

## **YOUR PROTECTION**

Circumstances can arise where we or one of our other customers may have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other customers conflict with your interests, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

In most cases you can exercise a right to cancel, by withdrawing from the contract recommended to you. In general terms you will have a 30 day cancellation period for a pure protection policy and a 14 day cancellation period for a general insurance policy. Please note that in most instances you will not be able to exercise a right to cancel a mortgage contract, unless the contract is concluded at a distance (i.e. no face to face advice), at which point you will have a 14 day cancellation period. Additionally, any contracts arranged at your explicit consent (normally referred to as "execution only") do not provide cancellation rights.

The start of the cancellation period will normally begin, for pure protection policies, when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you.

All Policy Documents or Lender's Offer Documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you.

**WE TREAT ALL OUR CLIENTS' RECORDS AS CONFIDENTIAL.** Some services are provided to F1RST Financial Services by third parties such as processing business, obtaining compliance or regulatory advice, which warrants the disclosure of more than just your basic contact details. You agree that personal information may be disclosed on a confidential basis, and in accordance with the Data Protection Act 1998, to any such third parties. You also agree that this information may be transferred electronically, e.g. email and you agree that ourselves, or any such third party, may contact you in future by any means of communication which we consider appropriate at the time.

# keyfacts

## about our services



2 Clarendon Road  
Westbourne  
Bournemouth  
BH4 8AH

**F1RST** Financial Services

01202 757136

<b>1. The Financial Conduct Authority (FCA)</b>	
The FCA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.	
<b>2. Whose products do we offer?</b>	
<b>Insurance</b>	
<input checked="" type="checkbox"/>	We offer products from a range of insurers for Mortgage Protection, non investment Term Assurance and Family Income Benefit Term Assurance.
<input type="checkbox"/>	We can only offer products from a limited number of insurers for Mortgage Protection, non investment Term Assurance and Family Income Benefit Term Assurance. Ask us for a list of the insurers we offer insurance from.
<input type="checkbox"/>	We can only offer products for a single Mortgage Protection, non investment Term Assurance and Family Income Benefit Term Assurance.
<b>Mortgages</b>	
<input checked="" type="checkbox"/>	We offer mortgages from a panel that is representative of the whole market.
<input type="checkbox"/>	We can only offer mortgages from a limited number of lenders. Ask us for a list of the lenders we offer mortgages from.
<input type="checkbox"/>	We can only offer a limited range of mortgages from a single lender.
<b>3. Which service will we provide you with?</b>	
<b>Insurance</b>	
<input checked="" type="checkbox"/>	We will advise and make a recommendation for you after we have assessed your needs for Mortgage Protection, non investment Term Assurance and Family Income Benefit Term Assurance.
<input type="checkbox"/>	You will not receive advice or a recommendation from us for Mortgage Protection, non investment Term Assurance and Family Income Benefit Term Assurance. 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.
<b>Mortgages</b>	
<input checked="" type="checkbox"/>	We will advise and make a recommendation for you after we have assessed your needs.
<input type="checkbox"/>	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?

##### Insurance

A fee of £ for Mortgage Protection, non investment Term Assurance and Family Income Benefit Term Assurance.

No fee for Mortgage Protection, non investment Term Assurance and Family Income Benefit Term Assurance.

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

##### Mortgages

No fee.

A fee of £299 payable on Completion. We will also be paid commission from the lender/company.

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

#### 5. Who regulates us?

F1RST Financial Services, 2 Clarendon Road Westbourne Bournemouth BH4 8AH is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 474119.

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

You can check this on the Financial Services Register by visiting the FCA's website [www.fsa.org.uk/register](http://www.fsa.org.uk/register) or by contacting the FCA on 0800 111 6768.

#### 6. Loans and ownership

F1RST Financial Services is a privately owned company.

#### 7. What to do if you have a complaint

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

In writing: Write to Tony Davies F1RST Financial Services 2 Clarendon Road Westbourne Bournemouth BH4 8AH

By phone: Telephone 01202 757136

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

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

##### 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 £50,000 so the maximum compensation is £50,000.

Further information about the Compensation scheme arrangements is available from the FSCS

## **FACTFIND DECLARATION**

I confirm that the answers I have given to the questions in the Factfind Document are a true and accurate record of my circumstances and requirements and I am happy that these details have been recorded correctly. I understand that this information will form a record of the meeting held and will be used to assist in finding the correct solutions to my requirements.

## **YOUR CONSENT**

I authorise the transfer of information, on a confidential basis when warranted between any such third parties. I acknowledge that the Terms of Business Letter will come into effect from the date of issue.

**I also confirm that I am happy to give F1RST Financial Services my express consent to contact me by telephone to discuss my mortgage, insurance or financial affairs in future.**

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.

**Client Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Client Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Adviser Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date of Issue:** \_\_\_\_\_

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