



about our services and costs



Adler Financial Planning Ltd

Prudent House
50 Yardley Road
Acocks Green
Birmingham
B27 6LG

1. The Financial Conduct Authority (FCA)

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.

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 company.

Insurance

- We offer products from a range of insurers for Protection, Permanent Health Insurance and Mortgage Payment Protection Insurance contracts.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

Mortgages

- We offer products from the whole market.
- We only offer products from a limited number of lenders / companies.
- We only offer products from a single lender / company.

3. Which services 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

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for Protection, Permanent Health Insurance and Mortgage Payment Protection Insurance contracts
- You will not receive advice or a recommendation from us for Protection, Permanent Health Insurance and Mortgage Payment Protection Insurance contracts

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 mortgages that we will provide details on. You will then need to make your own choice about how to proceed.

4. What will you pay us for our services?

Investment

Not all firms charge for advice in the same way. Before we give you any advice, we will discuss your payment options with you and answer any queries you have. We will not charge you anything until you have agreed how we are to be paid. We have ticked the payment options that we offer below:

- Paying by Fee.** Whether you buy a product or not, you will need to pay us a fee for our advice and services, which will become payable on completion of our work. 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; or refund the commission to you.

Paying by Commission (through Product Charges). If you buy a financial product, we will normally receive a commission on the sale from the product provider. Although you pay nothing to us up front, that does not mean that 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 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.

Paying by a combination of Commission and Fee. In some circumstances, we may also charge a fee on top of any commission we might receive.

PLEASE NOTE that we ONLY carry out pension and investment work on a Fee Option. The Fee could be based upon one of a number of different charging bases (or a combination of more than one) depending upon the type of work being carried out. For example:

Hourly Rate:

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

Principle / Director	£ 200.00 per hour
Financial Adviser	£ 150.00 per hour
Administration	£ 75.00 per hour

Our minimum initial charge period is 1 hour and then quarter hour intervals thereafter, inclusive of any travel time.

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 if you have to pay VAT.

Lump Sum Investments:

We will confirm what we will charge in writing before beginning work. Our typical banded charges are:

Lump sums				
£	0.01	-	£ 50,000.00	5.0%
£	50,000.01	-	£ 250,000.00	3.0%
£	250,000.01	-	£ 500,000.00	2.0%
£	500,000.01	-	£ 1,000,000.00	1.5%
£	1,000,000.01	+		1.0%

What does this mean in actual money?

If you invest: -

£ 50,000.00	we will charge you	£ 2,500.00
£ 150,000.00	we will charge you	£ 5,500.00
£ 350,000.00	we will charge you	£ 10,500.00
£ 550,000.00	we will charge you	£ 14,250.00

We will tell you if you have to pay VAT.

Reviews:

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

Initial Review	£ 1,000.00 - £ 3,000.00
Annual Review	minimum £ 750.00 (£ 600.00 if meeting held in one of our offices)

We will tell you if you have to pay VAT.

Fund Based Fee:

We typically charge an annual fee based on the total value of investments we are advising on.

This fee, which may be payable directly or from a product provider, is based on banded charges, as follows:

£ 0.00	-	£ 500,000.00	1.00 %
£ 500,000.00	-	£ 1,000,000.00	0.75 %
£ 1,000,000.00	+		0.50 %

What does this mean in actual money?

If you invest: -

£ 50,000.00	we will charge you	£ 500.00
£ 250,000.00	we will charge you	£ 2,500.00
£ 750,000.00	we will charge you	£ 6,875.00
£ 1,125,000.00	we will charge you	£ 9,375.00

If these fees are paid via a product provider, they will usually deduct this from your investment throughout the year.

If these fees are to be invoiced to you directly, they will be based on the total investment values at 30 June and 31 December and invoiced in the following month unless we agree different months.

We will tell you if you have to pay VAT.

Fixed Price Fee:

Certain work may be arranged for a fixed price, regardless of the size or nature of the transaction.

We will confirm what we will charge in writing before beginning work and also set out exactly which areas are included within the fixed price.

We will tell you if you have to pay VAT.

Insurance

A Fee.

No Fee.

You will be given a quotation which will tell you about any other fees or commissions relating to any particular insurance policy.

NB - In the event that any product taken out, from which Adler Financial Planning Ltd receives commission, is subsequently cancelled and the commission becomes repayable to the product provider, we will apply a fee against you, based upon the amount of the commission reclaimed by the product provider.

Mortgages

No Fee. We will be paid by commission from the lender / company.

A Fee of £ 500.00 payable when you apply for your mortgage. We may also be paid a commission from the lender / company

You will receive a key facts illustration when considering a particular mortgage which will tell you about any other 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 if the lender / company rejects your application.

A refund of £ 250.00 if your application falls through.

No refund if you decide not to proceed.

5. Who regulates us?

Adler Financial Planning Ltd of Prudent House, 50 Yardley Road, Acocks Green, Birmingham B27 6LG is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 501854.

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

You can check this on the FCA's Register by visiting the FCA website www.fca.gov.uk/register or by contacting the FCA 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: to Adler Financial Planning Ltd, Prudent House, 50 Yardley Road, Acocks Green, Birmingham B27 6LG

... by phone: telephone 0121 764 7557.

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 are covered for 100 % of £ 50,000.

Insurance

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

Mortgages

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

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

MESSAGE FROM THE FINANCIAL CONDUCT AUTHORITY

Think carefully about the product and services you need.

Further useful information:

1 Adler Financial Planning Ltd offer impartial financial advice, but occasions can arise where we, or one of our other customers, will have some form of interest in business which we are transacting 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 inform you in writing and obtain your consent before we carry out your instructions.

2 Clients normally give verbal instructions, but on some occasions instructions may be required in writing to avoid possible dispute. Similarly, authority to act on behalf of a client may be terminated either verbally or in writing.

3 When we have arranged any investments for which you have given us instructions we will agree at that stage whether we will provide you with ongoing advice and what that ongoing advice will include. You can cancel an ongoing advice agreement at any time by confirming your request in writing.

4 We keep records of all our business transactions for at least six years. You (or your agent) may inspect contract notes, vouchers and entries in books (whether kept manually or electronically). We treat all our clients' records as confidential so we reserve the right to give copies of your particular records rather than allowing access to files containing records about other clients.

5 Please note that all telephone calls to or from Adler Financial Planning Ltd are recorded and the recording or a transcript of the recording may be retained against your records to confirm instructions received and / or the advice provided. This is a Regulatory requirement from the FCA in accordance with EU Legislation.

6 **ADLER FINANCIAL PLANNING DOES NOT HANDLE CLIENTS' MONEY.** We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you a bill) or handle cash.

7 We will make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. We will forward to you all documents showing ownership of your investments as soon as practicable after we receive them; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.