

keyfacts®

about our services and costs



Rafter Associates Financial Management Ltd
The Long Barn
Overstone Farm
Sywell Road
Overstone
Northampton
NN6 0AB

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 our own products.

Insurance



We offer products from a range of insurers Term Assurance, Mortgage Protection Assurance, Critical Illness Insurance, Private Medical Insurance, Permanent Health Insurance, Buildings and/or Contents Insurance, Accident, Sickness and Unemployment Insurance



We only offer products from a limited number of companies.



We only offer products from a single insurer.

3. Which service will we provide you with?							
Investment							
<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.						
<input type="checkbox"/>	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: <ul style="list-style-type: none"> • Conduct a full assessment of your needs; • Offer advice on whether a non-stakeholder product may be more suitable. 						
Insurance							
<input checked="" type="checkbox"/>	We will advise and make a recommendation for you after we have assessed your needs for Term Assurance, Mortgage Protection Assurance, Critical Illness Insurance, Private Medical Insurance, Permanent Health Insurance, Accident, Sickness and Unemployment Insurance.						
<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 for our services?							
Investment							
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 detailed the payment options we offer.							
<input checked="" type="checkbox"/>	<p><u>Paying By Fee</u> 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.</p> <p>Our typical charges are:</p> <p><u>Hourly Rate</u></p> <table> <tr> <td>Directors</td> <td>£125 -175 per hour</td> </tr> <tr> <td>Financial adviser</td> <td>£90 -120 per hour</td> </tr> <tr> <td>Administration</td> <td>£45 - 60 per hour</td> </tr> </table> <p><u>Lump Sum</u> This is dependent upon the size, complexity and number of reviews required.</p> <p>As a guide, we would normally charge a percentage of the funds to be invested. Initial fees would be based upon the size and complexity of the work involved.</p> <p>Upfront Fees: ordinarily, we would charge between 1-3% of the invested amount. If the fund to be invested is less than £50,000, we reserve the right to charge up to 5% of the invested amount. This can be paid as a fee or from the initial investment.</p>	Directors	£125 -175 per hour	Financial adviser	£90 -120 per hour	Administration	£45 - 60 per hour
Directors	£125 -175 per hour						
Financial adviser	£90 -120 per hour						
Administration	£45 - 60 per hour						

	<p>Ongoing Fees: we will confirm what we will charge you in writing before beginning work. Our typical charges would depend upon the size, complexity and number of reviews required – charges will be in the region of 0.5-1% per annum as a percentage of your overall investment. This can be paid from the investment or by standing order.</p>
<input checked="" type="checkbox"/>	<p><u>Paying by commission (through product charges) for regular premium policies</u></p> <p>If you buy a regular premium 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.</p> <p>For example,</p> <ul style="list-style-type: none"> ▪ If you pay £100 per month towards a whole of life policy then we would receive £1,620. <p>The commission noted above includes payment for any ongoing service such as a periodic or ongoing review.</p>
<input checked="" type="checkbox"/>	<p><u>Paying by a combination of fee and commission (through product charges)</u></p> <p>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 and we will tell you if you have to pay VAT. 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 will be before you complete an investment, but you may ask for this information earlier.</p> <p>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. We reserve the right to make an additional charge for the work undertaken, but you will be advised of this beforehand.</p>
Insurance	
<input type="checkbox"/>	A fee.
<input checked="" type="checkbox"/>	We will normally be paid for commission for arranging the following: Term Assurance, Mortgage Protection Assurance, Critical Illness Insurance, Private Medical Insurance and Permanent Health Insurance. Industry standard commission rates would be paid. We reserve the right to charge an additional fee for work undertaken and you would be advised of this beforehand.
You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.	
5. Who regulates us?	
<p>Rafter Associates Financial Management Ltd of The Long Barn, Overstone Farm, Sywell Road, Overstone, Northampton NN6 0AB is authorised and regulated by the Financial Services Authority. Our FSA Register number is 116031. Our permitted business is advising and arranging investments, pensions, pension transfers & insurance.</p> <p>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.</p>	

6. What to do if you have a complaint?
<p>If you wish to register a complaint, please contact us:</p> <p>...in writing: Write to Compliance Manager, Rafter Associates Financial Management Ltd, The Long Barn, Overstone Farm, Sywell Road, Overstone, Northampton NN6 0AB</p> <p>...by phone: Telephone 01604 924930</p> <p>If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.</p>
7. Are we covered by the Financial Services Compensation Scheme (FSCS)?
<p>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.</p>
Investment
<p>Most types of investment business are covered for 100% of the first £50,000</p>
Insurance
<p>Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.</p>
<p>Further information about the compensation scheme arrangements is available from the FSCS.</p>

If you have any queries with regards to this document or there are any sections which you do not fully understand, please do not hesitate to contact us.