

Step-By-Step Mortgage & Financial Services Limited

**Unit 24 Mount Osborne Business Centre,
Oakwell View, Barnsley, South Yorkshire.
S71 1HH**

1. The Financial Services Authority (FSA)

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

Insurance

- We offer products from a range of insurers for Term Assurance, Critical Illness Cover, Income Protection, Accident, Sickness & Unemployment, Health Insurance and Buildings & Contents 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.

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

Insurance



We will advise and make a recommendation for you after we have assessed your needs for Term Assurance, Critical Illness Cover, Income Protection, Accident, Sickness & Unemployment, Health Insurance and Buildings & Contents Insurance.



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 mortgages 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

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 ticked the payment options we offer.**



Paying by fee. Whether you buy a product or not, on completion of our work, 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 your investment amount; or refund the commission to you.

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

Our typical charges are:

Hourly Rate

Principal/Director	£150 per hour
Financial adviser	£150 per hour
Administration	£25 per hour

Lump Sum Investment Management

These are one off fees payable on the submission of the investment application.

£2,000 – investments of up to £50,000
£3,500 – investments between £50,001 & £100,000
£6,000 – investments between £100,001 & £250,000
£10,000 – Investments above £250,000

Reviews

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

Initial Individual financial review	£500
Annual review:	£150



Paying by commission (through product charges). If you buy a 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.

For example,

- If you invest £10,000 in an investment bonds we would receive commission of 4.5% of the amount invested (£450.00) and 0.5% of the value of the fund (approximately £50) every year.
- If you pay £100.00 per month into a personal pension (with a term of 25 years) then we would receive commission of £640.80
- If you pay £100 per month towards a whole of life policy then we would receive £1,620

The commission noted above includes payment for any ongoing service such as a periodic or ongoing reviews.



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

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.**

Insurance

A fee.



No fee for Term Assurance, Critical Illness Cover, Income Protection, Accident, Sickness & Unemployment, Health Insurance and Buildings & Contents Insurance. We will receive commission from the product provider.

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 by commission from the lender.
- A fee, the smaller of £750 or 1% of the loan amount, is payable at the outset for arranging the mortgage. For example, if you take out a loan of £100,000 you will need to pay £750 which equates to 0.75% of the loan. Similarly, if your mortgage is for £40,000 you will need to pay £400 which equates to 1% of the loan. If you choose this option we will refund to you any commission we earn from the lender
- A fee, the greater of £250 or 0.25% of the loan amount, is payable at the outset for arranging the mortgage. This is in addition to any commission we may receive from the lender.

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 if the lender rejects your application.
- A refund of 50% if your application falls through.
- No refund if you decide not to proceed.

5. Who regulates us?

Step-By-Step Mortgage & Financial Services Ltd, Unit 24 Mount Osborne Business Centre, Oakwell View, Barnsley, South Yorkshire, S71 1HH is authorised and regulated by the Financial Services Authority. Our FSA Register number is 472563.

Our permitted business is advising and arranging savings and investment products, pensions, insurance, 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 Step-By-Step Mortgage & Financial Services Ltd, Complaints Department, Unit 24 Mount Osborne Business Centre, Oakwell View, Barnsley, South Yorkshire, S71 1HH

By phone: Telephone: 01226 294191

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. For compulsory classes of insurance, insurance advising and arranging is covered for 100% 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.