

Information about our costs and services

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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

Please refer to section 3 of this document

Insurance

- We offer products from a range of insurers for term assurance, critical illness cover, and permanent health insurance.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

3. Which service will we provide you with?

Investment

- Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a sufficient range of retail investment products, financial instruments and structured deposits.
A ‘sufficient range’ means that the products that we will advise on and recommend will be sufficiently diverse with regards to their type and issuers or product providers to ensure that our clients investment objectives can be suitably met.
- Restricted Advice - We will advise and make a recommendation for you after we have assessed your needs but we only offer advice on limited types of products, or products from one company or a limited number of companies.
- No advice - 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.

Insurance	
<input checked="" type="checkbox"/>	We will advise and make a recommendation for you after we have assessed your needs for all types of non-investment insurance contracts that we deal with. These are typically term assurance, critical illness cover and permanent health 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 us for our services?

Investment

You will pay for our services on the basis of a fee or an adviser charge or a combination.
 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. All fee amounts quoted below are exclusive of VAT, expenses and disbursements; these will be added to the invoice only if applicable.

Advised services

For our advised services, you will pay us via an adviser charge.

Initial advice

Our initial advice will be appropriate for you, based on your requirements and circumstances at that time. We will not ensure that any initial advice remains suitable for you at a later date, unless you select to receive on-going services from us.

On-going services

In addition to our initial advice services, you could ask us to undertake further services on an on-going basis. Details of any on-going services that we offer are detailed later within this document.

You may at any time cancel an Ongoing Advice Service by serving your notification of cancellation to us in writing. Upon receipt of your cancellation notice for an Ongoing Advice Service we will arrange for any future payment of any associated charges to cease. This may not necessarily mean that you benefit from lower charges as the platform or provider holding your investments may increase their charges if you start dealing with them directly.

Our typical adviser charges are noted below. The exact amount may be more or less than this, but will be specifically agreed with you based on the work you ask us to do for you.

Please note that as the investment amount increases, your ongoing charge may also increase.

We will confirm the actual adviser charges in writing within our separate 'Charge Agreement', before providing our services to you.

If we do not agree a fixed adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

Payment for initial services - Initial meeting

The first meeting we have will be at our expense and will be used to gather information about your circumstances and needs. At the end of this meeting or before any second meeting we will have an idea about the amount of time and work that we will need to do on your behalf. We will then agree with you how we are to be paid.

After the first meeting we will agree our fees with you

A one-off fixed 'adviser charge' based on your specific needs and circumstances. Once agreed, the 'adviser charge' amount will not change, except where your needs or circumstances differ from our or your initial expectations or if we find that further research and information is required that is not covered in the initial assessment. Any changes from the initial adviser charge agreed would be discussed in full with you before being implemented. The following examples are calculated based on our time, the complexity of the advice and the potential added value to you. These figures are only for guidance and the actual adviser charge will depend on your personal circumstances.

Financial Reviews

'Base' Review - from £1050 this would be a short report usually covering one topic or policy.

'Standard' Review - from £1750 this would cover 2 or more topics or policies

'Complex' Review - from £4725 this would include multiple topics and/or policies which entails extensive research or may cover one single complex area of advice.

Specific advice areas

For setting up new monthly contributions to a new pension plan - £1050

For providing a report on whether to transfer a Defined Benefit pension - from £4725.

For standard pension annuity advice - from £1250

For enhanced pension annuity advice - from £1650

For setting up lump sum investment or pension portfolio - from £1500

As a guideline our charge for new lump sum investments is based on the tiered amount being invested

£0 - £50000 - 3% of the amount invested (minimum amount £1500) e.g. £25,000 = £1500

£50000 - £100000 - 2% of the amount invested – e.g. £85,000 = £2200

£100000 - £150000 - 1% of the amount invested – e.g. £125,000 = £2750

£150000 + - 0.5% of the amount invested – e.g. £500,000 = £4750

We will tell you how much the initial 'adviser charge' will be before you complete an investment, but you may ask for this information earlier.

On-going services

'Looking after you'

The majority of our clients value an annual review of their pension and investment portfolios and we offer an on-going service specifically designed to provide the level of service you require. Our on-going fee is 0.48% of the amount of your total investment portfolio including pensions and investments on the portfolios recommended to you, subject to a minimum of £265 per annum.

e.g. £49,999 investment portfolio and below = £265 per annum

e.g. £85,000 investment portfolio = £425 per annum

As funds grow or fall in value over time the ongoing fee will also vary.

'Need some help?'

You can contact us by telephone or email with enquiries. Advice on the on-going suitability of your pension and investment portfolio is not included in this service. To provide this service a retainer fee of £25.62 per month is payable by standing order. You can cancel this service at any time by providing notice through email or telephone call. The extent to which we will respond to requests for help under the retainer service is limited to 90 minutes per annum. The retainer fee is usually reviewed annually.

'As and when you need it'

If you only require initial advice and no on-going service is provided you do not pay any fee to us. If you subsequently need our advice and help with your plans we may charge a fee at our current rate of £205 per hour.

Your payment options

We will discuss your payment options with you and agree how we will be paid.

Whether you buy a product or not, you will pay us an adviser charge for our advice and services which will become payable on completion of our work.

You will be required to settle the payment of your adviser charge on completion of our work within 10 business days or receiving your invoice. We accept cheques but find payment by BACS is a lot easier for everyone. We do not accept payment by cash or credit card. You will be provided with a receipt upon payment.

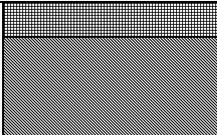
If the advice leads to a product our adviser charge and on-going 'looking after you' fee maybe paid from the product you invest in where the product provider allows this. Please note if you choose to pay by deduction from a financial product this will reduce the amount left for investment.

Paying by instalments through your recommended product for regular premium contracts only

If you buy a financial product where you pay regular premiums, you can choose to have your adviser charge deducted from the product through instalments. Although you pay nothing to us up front, that does not mean that our service is free. You still pay us indirectly through deductions from the amount you pay into your product. These deductions will pay towards settling the adviser charge. These deductions could reduce the amount left for investment.

How your payment plan works:

Total monthly premium payable	£300
Total cost of advice	£750
Monthly payment for advice	£62.50
Length of repayment period	12 months

Monthly payment: £62.50 per premium Period: 12 months		→ Advice £62.50 → Invested £237.50
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If you choose to pay for the advice you receive through instalments, these instalments will be deducted from the premium you pay each month and allocated towards settling the adviser charge. For example, the total cost of advice is £750. You have been recommended a regular premium product of which £300 will be paid each month. £62.50 will be taken from this amount to pay off your adviser charge over 12 months. The remaining £237.50 will be invested during this time. At the end of this period the adviser charge would have been settled in full. From month 13 the full £300 will be invested.

Keeping up with your payments

If you choose to pay for the advice you receive via instalments, the full amount of the adviser charge will need to be paid irrespective of whether:

- the recommended product(s) is /are cancelled before the full amount is paid; and/or
- you subsequently decide to transfer your business to another firm / financial adviser.

Any outstanding amounts, as at the date of cancelling the recommended product / transferring to another firm or adviser, will be due to be paid in full within 10 business days of the termination / transfer date. An invoice will be raised for the full outstanding amount.

Insurance	
<input type="checkbox"/>	A Fee
<input checked="" type="checkbox"/>	No Fee for advising on and arranging non-investment insurance contracts that we deal with.

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

5. Who regulates us?
<p>Kudos Financial Consultancy, Kudos House, 22 Albert Road, Farnborough, Hampshire, GU14 6SH is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 436910. Our permitted business is advising on and arranging investment and non-investment insurance contracts. You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA 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: In writing: Write to Kudos Financial Consultancy Kudos House, 22 Albert Road, Farnborough, Hampshire, GU14 6SH By phone: Telephone 01252 376444 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 up to a maximum limit of £85,000.</p>

Insurance
<p>The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.</p>

<p>Message from the Financial Conduct Authority Think carefully about this information before deciding whether you want to go ahead. If you are at all unsure about which equity release product is right for you, you should ask your adviser to make a recommendation.</p>
