



About our equity release services

1. The Financial Conduct Authority (FCA)

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.

2. Whose products do we offer?

- ☒ We offer equity release products from the whole market.
- ☐ We only offer equity release products from a limited number of companies.
- ☐ We only offer equity release products from a single company.

3. Which service will we provide you with?

- ☒ We will advise and make a recommendation for you on equity release products 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 equity release 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?

- ☐ No fee. We will be paid by commission from the company.
- ☐ A fee of £295 for arranging the equity release product payable at outset. This is in addition to any commission we may receive from the company.
- ☐ A fee of 1% of the loan amount payable at the application stage, for example, if you take out a loan of £100,000 you will need to pay £1,000. If you choose this option we will refund to you any commission we earn from the lender.

- ☐ A reduced Broker's Fee of £195 for £25 p/m Retainer Fee Programme clients. Payable at the application stage.
- ☐ A reduced Broker's Fee of £95 for £40 p/m Retainer Fee Programme clients. Payable at the application stage.
- ☐ No fee for £75 p/m Retainer Fee Programme clients.

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

5. Refund of fees

If we charge you a fee, and your equity release sale does not go ahead, you will receive:

- ☒ No refund if you decide not to proceed.

6. Who regulates us?

P&A Financial Services Ltd is an appointed representative of Indigo Financial Advice Ltd of 5a Spring Lane, Colne, Lancashire, BB8 9BD which is authorised and regulated by the Financial Conduct Authority. Indigo Financial Advice Ltd's register number 434382.

Indigo Financial Advice Ltd's permitted business is advising on and arranging lifetime mortgages and home reversion schemes.

You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.



7. What to do if you have a complaint

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

In writing

Craig Reaney, P&A Financial Services Ltd,
Suite E, Canal Wharf, Eshton Road, Gargrave,
Skipton, North Yorkshire BD23 3PN

By phone

Telephone: 01756 749553

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)?

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.

Equity release 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.

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 transaction is right for you, you should ask your adviser to make a recommendation.