



## About our services and costs

### 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?

#### Insurance

- We offer products from a range of insurers for Term Assurance, Income Protection (Permanent Health Insurance), Private Medical Insurance, and Critical Illness Insurance.
- We only offer products from a limited number of insurers for Buildings & Contents Insurance, Accident Sickness & Unemployment Insurance.

Ask us for a list of the insurers we offer insurance from.

- 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?

#### Insurance

- We will advise and make a recommendation for you after we have assessed your needs for all types of Term Assurance, Permanent Health Insurance, Private Medical Insurance, Critical Illness Insurance, Income Protection, Accident, Sickness & Unemployment Insurance and Buildings and Contents Insurance products.

- 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 on mortgages 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?

#### Insurance

- A fee.
- No fee. We will receive commission from the 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 flat Broker's Fee of £295. Payable at the application stage.
- 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 £1000. 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 mortgage, which will tell you about any fees relating to it.

#### 5. Refund of fees

If we charge you a fee, and your mortgage or home reversion scheme does not go ahead, you will receive:

- A full refund only if the house sale falls through.

#### 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 is 434382.

Indigo Financial Advice Ltd's permitted business is advising on and arranging mortgages and non investment insurance contracts.

You can check this on the FCA's Register by visiting the FCA's Website [www.fca.org/uk/register/](http://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, Pearson & Associates

Suite E, Canal Wharf, Eshton Road, Gargrave Skipton, North Yorkshire BD23 3SE

##### 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.

##### 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.

##### 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.