



about our mortgage and insurance services



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1. The Financial Services Authority (FSA)

The FSA 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?

- Insurance**
- We offer products from a range of insurers for life insurance, critical illness insurance, income protection insurance, and private medical insurance.
 - We only offer products from a limited number of insurers. 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. Ask us for a list of the lenders we offer mortgages from.
 - We only offer a limited range of mortgages from a single lender.

3. Which service we will provide you with?

- Insurance**
- We will advise and make a recommendation for you after we have assessed your needs for life insurance, critical illness insurance, income protection insurance, and private medical 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.
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 - 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 you will have to pay us for this service?

Insurance No Fee

A Fee

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 based on the amount borrowed is payable on completion of your mortgage based on the following scale.

<u>Amount Borrowed</u>	<u>Charge</u>	<u>Minimum</u>
£0 to £250,000	0.55%	£800
£250,001 to £500,000	0.45%	£1,375
£500,001 and above	0.35%	£2,250

We may also be paid commission from the lender and where this is the case we will deduct the amount received from the charge above.

An hourly rate of £150 for the work we do until completion of your mortgage. We anticipate that this will amount to a maximum of £1,500. Any commission received from the lender will be rebated back to you.

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

As we do not charge you an upfront fee there will be no refund if your mortgage does not proceed. Your lender might charge upfront fees and you should refer to your Key Facts Illustration for details of what is refundable if your mortgage does not go ahead.

5. Who regulates us?

Herbert Scott IFA Limited is authorised and regulated by the Financial Services Authority.

Our FSA Register number is 179810.

Our permitted business is advising on and arranging life assurance, pensions, investments, regulated mortgages and general insurance business.

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 Complaints Department, Herbert Scott IFA Ltd, St Anne's House, 111 High Street, Lewes BN7 1XY

By Phone 01273 407 500

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.

Insurance 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
and/or

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 £50,000 so the maximum compensation is £50,000.