



about our services and costs



Newgate House
1 Newgate
York
YO1 7LA

1. THE FINANCIAL CONDUCT AUTHORITY (FCA)

The FCA is the independent watchdog that regulates financial services. This document has been 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 non-investment insurance contracts.
- We only offer products from a limited number of insurers for non-investment insurance contracts.
- We only offer products from a single insurer for non-investment insurance contracts.

3. WHICH SERVICE WILL WE PROVIDE YOU WITH?

- Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.
- Restricted advice – We will advise and make a recommendation for you after we have assessed your needs, but we only advise on limited types or products or products from one company or a limited number of companies. You may ask us for a list of the companies and products we offer advice on
- No advice – You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products 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 an hourly fee or an adviser charge. We will discuss the payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid. There may be other costs and taxes (such as VAT) related to transactions in connection with our advice that are not paid via us or imposed by us but that may arise.

Hourly fee

Our hourly rates are:	Director	£175 per hour
	Financial Adviser	£175 per hour
	Administrator	£ 30 per hour

For example, a review of an existing policy or plan you may already have, including our recommendations to you in respect of this plan, may take a Director or Financial Adviser 2 hours along with 1 hour by an Administrator, which charged at the above rates would give a charge of £380. We can give you an estimated cost for our advice based on these hourly rates after our initial meeting and before you are liable for any charge.

Adviser Charge

Service	Initial Charge	Ongoing Charge
PENSIONS, SAVINGS AND INVESTMENT ADVICE		
Partnership Service:		
<ul style="list-style-type: none"> - An initial meeting with a highly qualified and experienced adviser to assess your circumstances and discuss your objectives - Fully documented report detailing your current situation, objectives, highlighted shortfalls and recommendations to meet the objectives and address any shortfalls - A meeting with your adviser (and your appointed partnership fund manager if applicable) to discuss and arrange how the objectives will be met and the implementation of the agreed strategy - Ongoing use of risk profiling, asset allocation, fund selection and cash flow forecasting tools to ensure that your objectives are met - An annual review of your investments with your adviser (and your appointed partnership fund manager if applicable) to discuss performance, the economic climate and make any adjustments needed - An annual report detailing your ongoing position, including a record of the annual meeting - A quarterly newsletter with updates on financial matters, important changes in taxation and legislation and commentary from our investment partners - A quarterly valuation from your partnership investment manager (if applicable) - A consolidated six monthly valuation detailing all your arrangements with us - Online access to your portfolios and valuations (depending on provider) - Unlimited telephone and e-mail access to your adviser 	<p style="text-align: center;">4% of the amount invested subject to a minimum of £500</p> <p>e.g. for an investment of £100,000 our initial charge would be £4,000</p> <p>e.g. for a monthly contribution of £1,000, our initial charge would be our minimum charge of £500</p>	<p style="text-align: center;">1% of the value of your investment per year subject to a minimum of £1,000</p> <p>e.g. for an investment with a value of £100,000, our ongoing charge would be £1,000.</p>

<p>Advisory Service:</p> <ul style="list-style-type: none"> - An initial meeting with a highly qualified and experienced adviser to assess your circumstances and discuss your objectives - An implementation meeting with your adviser to discuss and arrange how the objectives will be met and to carry out the agreed strategy - Use of risk profiling, asset allocation, fund selection and cash flow forecasting tools to ensure that your objectives are met - A report detailing your objectives and the recommendations to meet them. - You may request an annual review of your investments with your adviser to discuss performance, the economic climate and make any adjustments needed - Unlimited telephone and e-mail access to your adviser <p>Transactional Service:</p> <ul style="list-style-type: none"> - An initial discussion with a highly qualified and experienced adviser to assess your circumstances and discuss your objectives - An implementation meeting with an adviser to discuss and arrange how the objectives will be met and implement the agreed strategy - Use of risk profiling and asset allocation models in designing pension and investment portfolios - Investment in a managed portfolio, a cost effective solution for smaller portfolios - A report detailing your objectives and the recommendations to meet them. - Telephone and e-mail access to our advisory team for queries or for administrative purposes 	<p>4% of the amount invested subject to a minimum of £500</p> <p>e.g. for an investment of £50,000 our initial charge would be £2,000</p> <p>e.g. for a monthly contribution of £500, our initial charge would be our minimum charge of £500</p> <p>4% of the amount invested subject to a minimum of £500</p> <p>e.g. for an investment of £20,000 our initial charge would be £800</p> <p>e.g. for a monthly contribution of £250, our initial charge would be our minimum charge of £500</p>	<p>1% of the value of your investment per year subject to a minimum of £500</p> <p>e.g. for an investment with a value of £50,000, our ongoing charge would be £500.</p> <p>Reviews are available at your request and charged at our usual hourly rate</p> <p>This may take a Director or Financial Adviser 2-3 hours</p>
<p>ANNUITY ADVICE</p>	<p>2% of the annuity amount subject to a minimum of £500</p>	<p>Nil</p>

Your payment options

Settling your adviser charge or agreed fee through a single payment

Whether you buy a product or not, you will pay us an adviser charge or a fee for our advice and services. Where you do not buy a product but have requested our services on a purely advisory basis, you will be charged in accordance with our pre-agreed adviser charge or fee. Where you have requested our service with a view to arranging a product but you later cancel or reject our advice, our minimum fee of £500 will apply to cover the cost of our services. Where you buy a product, you can choose to pay us direct or, in most instances, have the charge or fee deducted from the financial product we arrange for you. If you choose to pay us direct, the fee will become payable on completion of our work and you will be required to settle the fee within 7 days. We accept cheque or card payments.

Settling your adviser charge by installments if the contract is a regular premium

Paying by installments through your recommended product

If you buy a financial product, you can choose to have the adviser charge deducted from the product through installments. Although you pay nothing to us upfront 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 the payment plan might work	
Total monthly premium:	£250
Total cost for advice:	£500
Monthly payment for advice:	£125
Length or repayment period:	4 months
£250 Monthly payment {	Advice £125
would be split {	Invested
{	£125
{	

If you chose to pay for the advice received through instalments, these instalments will be deducted from the premium you pay each month and allocated towards settling your adviser charge. For example, you have been recommended a regular premium product of which £250 will be paid each month and the total cost of advice is £500. £125 will be taken from this amount each month for 4 months to pay off your adviser charge. The remaining £125 will be invested during this time. At the end of this period, the adviser charge would have been settled. From month 5, the full £250 will be invested.

Keeping up with repayments If you cancel your monthly payments or stop paying the premiums, our charges will remain payable and we will send you an invoice, payable within 7 days, for the unpaid amount.

Payment for Ongoing Services

We have a range of ongoing services we can provide to ensure that your personal recommendation is reviewed regularly and remains relevant to your changing circumstances. The frequency of the charge will depend on the service you choose and is usually made by deduction from your investment on a monthly basis. Ask your adviser for more details.

Please note that our ongoing adviser charges are optional and can be cancelled at any time by writing to us at the above address. The ongoing adviser charge may fluctuate, for example, the charge would increase if the value of your investment grows.

INSURANCE

- A fee
 No fee. We will be paid by commission from the provider

You will receive a quotation which will tell you about any other fees relating to a particular insurance policy. You will be charged a fee if you stop paying premiums within the early part of the contract and the firm has to refund its commission. We will explain this information clearly in our Client Agreement and Suitability Letter.

5. WHO REGULATES US?

Illingworths insurance and financial services is a trading style of J Illingworth & Co Ltd, Newgate House, 1 Newgate, York, YO1 7LA which is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 207560.

J Illingworth & Co Ltd's permitted business is advising on and arranging investments, mortgages and non-investment insurance contracts. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

6. WHAT TO DO IF YOU HAVE A COMPLAINT?

If you wish to register a complaint please contact us:

...in writing J Illingworth & Co Ltd, Newgate House, 1 Newgate, York, YO1 7LA.

...by phone 01904 631622

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.

Investments

Most types of investment business are covered up to a maximum limit of £50,000

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.