



## about our services and costs

**Burlington Associates Ltd**  
61 Cheapside  
London  
EC2V 6AX

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### **1 The Financial Services Authority (FSA)**

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The FSA is the independent watchdog that regulates financial services. This document is designed by the FSA 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.

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### **2 Whose products do we offer?**

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#### **Investment**

- We offer products from the whole market
- We only offer products from a limited number of companies.
- We only offer products from a single group of companies

#### **Insurance**

- We offer products from a range of insurers
- We only offer products from a limited number of insurers
- We only offer products from a single insurer

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### **3 Which service will we provide you with?**

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#### **Investment**

- We will advise and make a recommendation for you 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 products that we will provide details on. You will then need to make your own choice about how to proceed.
- We will provide basic advice on a limited range of stakeholder products and in

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order to do this we will ask some questions about your income, savings and other circumstances but we will not:

- conduct a full assessment of your needs;
- offer advice on whether a non-stakeholder product may be more suitable

We offer a full financial planning service or alternatively can provide specific advice on:

- Savings and Investment,
- Protecting yourself and/or loved ones in the event of Death, Serious Illness or Disability,
- Retirement planning.

### **Insurance**

- We will advise and make a recommendation for you 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 products that we will provide details on. You will then need to make your own choice about how to proceed.

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## **4 What will you have to pay us for our services?**

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### **Investment**

You will pay for our services on the basis of fee, commission and/or a combination of fee and commission. We will discuss your 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. Details relating to this can be found in our Terms of Engagement.

### **Paying by fee**

Whether you buy a product or not, you will pay us a fee for our advice and services, which is payable in accordance with the following; A minimum of 50% on engagement & the balance (if any) on issue of our written recommendations. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could reduce our fee; or reduce your product charges; or increase your investment amount; or refund the commission to you.

#### **a) Hourly Rate**

We will confirm the rate we charge in writing before beginning work. We will tell you if you have to pay VAT.

Our typical charges are:

<b>Senior Financial Planner / Adviser</b>	<b>£250</b>	<b>Per hour</b>
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**Financial Adviser** £200 Per hour

**Administration / Sales Support** £60 Per hour

You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first.

b) Lump sum

We will confirm what we will charge you in writing before beginning work. We will tell you if you have to pay VAT.

The method of calculating a fee for a lump sum investment is as follows –

In any 12 Month Period (commencing 1st of the month following the date of this agreement) any Investment up to £100,000 will be chargeable with a one off fee of 2.5%. The next £250,000 will be chargeable at 2.00% in the same manner and amounts above are chargeable at 0.75%. All Investments made will attract ½% Recurring Annual Fees, where possible.

On this basis the following table shows the calculated fees -

Investment of	£100,000	£2,500
	£250,000	£5,500
	£500,000	£8,625

An alternative method of calculation that is available is a flat charge of 1% of the amount invested and a increased annual management charge or recurring annual fee of 1% (as opposed to 0.5%) of the Fund Value each year.

All work undertaken on a Fee basis is subject to our minimum fee amount which is outlined in our Terms of Engagement.

**Paying by commission (through product charges)**

If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing to us up front, that does not mean our service is free. You still pay us indirectly through product charges. Product charges pay for the product provider's own costs and any commission. These charges reduce the amount left for investment. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower.

The amount of commission we receive will vary depending on the amount you invest and (sometimes) how long you invest or your age.

For example:

- If you invest £10,200 in an individual savings account (ISA) we would receive commission of 2.5% of the amount invested (£255) and 0.5% of the value of the fund (roughly £51 every year not allowing for any change in value).
- If you pay £200 a month into a personal pension (with a term of 25 years) then we would typically receive commission in the region of £1,200.
- If you pay £100 per month towards a whole life policy then we would typically receive commission in the region of £1,629.

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

### **Paying by a combination of fee and commission (through product charges)**

We will charge you a combination of fees and commission. The actual amounts will depend on the service provided to you, but will be in line with the arrangements set out in the sections headed “**Paying by fee**” and “**Paying by commission (through product charges)**”

### **Insurance**

You will pay for our services on the basis of fee, commission and/or a combination of fee and commission. We will discuss your 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.

### **Paying by fee**

Whether you buy a product or not, you will pay us a fee for our advice and services, which will become payable on issue of our written recommendations. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could reduce our fee; or reduce your product charges; or increase your investment amount; or refund the commission to you.

A fee equivalent to 135% of the premiums paid in the first year of the contract for advising and arranging a non-investment insurance contract. Any commission will be used to offset this fee and any surplus will be refunded. So for example on a premium of £100 per month this would be the equivalent of £1,200 payable in the first year. So the fee due would be the equivalent of 135% of £1,200 which is £1,620. If the policy term is below 10 years the 135% is reduced pro rata so by way of example if the policy term was 5 years this would indicate half of the 135% is due i.e. 5/10. This would equate to 67.5% of the first years annual premium. Using the example above of a £100 per month policy for a 5 year term the fee payable would be £1,200 (Annual premium) x 67.5% which is £810.

### **Paying by commission (through product charges)**

If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing to us up front, that does not mean our

service is free. You still pay us indirectly through product charges. Product charges pay for the product provider's own costs and any commission. These charges are reflected in the premium charged by the provider.. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower.

The amount of commission we receive will vary depending on the premium quoted which in turn is affected by your age, gender, term of contract, type of contract and whether you smoke.

For example:

Type of Policy	Typical* Commission on a £100 per month	Typical* Commission on a £1,200 per annum
Term Assurance (5 Years Policy)	£ 1,008.24	£ 1,047.10
As % of Annual Premium	84.02%	87.26%
Term Assurance (10 Year Policy+)	£ 1,830.82	£ 1,899.53
As % of Annual Premium	152.57%	158.29%
Permanent Health Insurance (PHI) (20 Years Policy +)	£ 1,729.87	£ 1,896.59
As % of Annual Premium	144.16%	158.05%

*\*Average of the cheapest five (or total if less than five) providers based on exchange quotations obtained 29-03-2011 – please note sometimes the cheapest provider for cover is not selected for protection needs i.e. where qualitative factors of the desired policy outweigh cost considerations.*

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

#### **Paying by a combination of fee and commission (through product charges)**

We will charge you a combination of fees and commission. The actual amounts will depend on the service provided to you, but will be in line with the arrangements set out in the sections headed “**Paying by fee**” and “**Paying by commission (through product charges)**”

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

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## **5 Who regulates us?**

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**Burlington Associates Ltd, 61 Cheapside, London, EC2V 6AX** is authorised and regulated by the Financial Services Authority, 25 The North Colonnade, Canary Wharf, London, E14 5HS. Our FSA Register number is 439731.

Our permitted business is advising on and arranging pensions, savings and investment products, and non investment insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

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## **6 What to do if you have a complaint**

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

In writing: Write to the **Managing Director**  
**Burlington Associates Ltd**  
**61, Cheapside**  
**London**  
**EC2V 6AX**

By Telephone: 020 7329 7500, Fax: 020 7329 7501 or E-mail: [info@burlingtonfs.com](mailto:info@burlingtonfs.com)

**If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.**

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## **7 Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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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.

### **Investment**

Most types of investment business are covered for 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.