



## about our services and costs

### **Anderson Lloyd LLP**

10 Strangways Terrace, Truro  
Cornwall TR1 2NY

### **Independent Financial Advisers**

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

The FSA is the independent watchdog that regulates financial services. This document has been 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.

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

##### **Insurance**

We offer products from a range of insurers for Term Assurance, Mortgage Payment Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Accident Sickness and Unemployment Insurance.

We only offer products from a limited number of insurers.

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 Term Assurance, Mortgage Payment Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Accident Sickness and Unemployment 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.

##### **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.

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

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##### Insurance

- A fee.
- No fee for Term Assurance, Mortgage Payment Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Accident Sickness and Unemployment Insurance.

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 of £250.00 payable at the outset. We will also be paid a fee from the lender.

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

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

- A full refund if the lender rejects your application.

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- No refund if you decide not to proceed.

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#### 5. Who regulates us?

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**Anderson Lloyd LLP, 10 Strangways Terrace Truro Cornwall TR1 2NY** is authorised and regulated by the Financial Services Authority. Our FSA Register number is **207597**.

Our permitted business is advising on and arranging Investments, Pensions, Non Investment Insurance, Mortgages and Home Reversion Schemes.

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 Compliance Officer, Anderson Lloyd LLP, 10 Strangways Terrace, Truro, Cornwall TR1 2NY

By phone: Telephone 01872 261800

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.

##### Insurance

Insurance advising and arranging is covered for 90% of the claim and no upper limit.

##### Mortgages

Mortgage advising and arranging is covered for 100% of the first £50,000.

Further information about compensation scheme arrangements is available from the FSCS