

keyfacts about our services

Willis Cooper Financial Services Ltd

Old Mill House, Bridgefoot
Belper
Derbyshire
DE56 2UA

Dated:

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?

Investment

- we offer products from the whole market.
- we can only offer products from a limited range of companies. (Ask us for a list of companies and products we offer).
- we can only offer a limited range of products from a single group of companies.
- we will advise you about group personal pensions.

Insurance

- we offer products from the whole market for term assurance, income protection, private medical insurance & other forms of general insurance.
- we can only offer products from a limited number of insurers for the above types of policy. (Ask us for a list of the insurers we offer insurance from).
- we can only offer products from a single insurer for the above types of policy.

Mortgages & home reversion schemes

- we offer mortgages from the whole market.
- we can only offer mortgages from a limited number of lenders. (Ask us for a list of the lenders we offer mortgages from).
- we can only offer a limited range of mortgages from a single lender.
- We do not currently offer mortgage advice & may refer you to a specialist

3. Which service will we provide you with?

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.

Insurance

- we will advise and make a recommendation for you after we have assessed your needs for the kinds of policy listed on page 1 of this IDD.
- 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 & home reversion schemes

- 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.

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

Investment

- before we provide you with advice, we will give you our Key Facts guide to the cost of our services.

Insurance

- the fee basis for this work is described in our Key Facts guide to the cost of our services.
- no fees are charged for insurance work.

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

Mortgages & home reversion schemes

- no fees are charged for mortgage work but we may be paid a commission by the lender
- the fee basis for this work is described in our Key Facts guide to the cost of our services.

You will receive a key facts illustration when considering a particular mortgage which will tell you about any fees relating to it.

5. Who regulates us?

Willis Cooper Financial Services Ltd is an appointed representative of 2020 Financial Services Ltd, PO Box 2416, Cardiff CF23 0AE which is authorised and regulated by the Financial Services Authority. 2020 Financial Services' FSA Register number is 197107.

2020 Financial Services' permitted business is independent financial advice.

You can check on 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 - write to Willis Cooper Financial Services Ltd, Complaints Department, Old Mill House, Bridgefoot, Belper, Derbyshire, DE56 2UA

...by phone - telephone 01773 881045

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. The FOS does not consider complaints about home reversion schemes.

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.

Investment

Most types of investment business are covered for 100% of the first £30,000 and 90% of the next £20,000, so the maximum compensation is £48,000.

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. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim without any upper limit.

Mortgages and home reversion schemes

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. Home reversion schemes are not covered by the FSCS. Further information about compensation scheme arrangements is available from the FSCS.

Message from the Financial Services Authority

Think carefully about this information before deciding whether you want to go ahead. If you are at all unsure about which lifetime mortgage or home reversion scheme is right for you, you should ask your adviser to make a recommendation.