

Bob Little & Company Ltd

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 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 for private medical insurance and pure protection policies such as term assurance, critical illness and permanent health insurance.

We only offer products from a limited number of insurers.

We only offer products from a single insurance undertaking. Payment Shield for buildings & contents insurance and accident sickness & unemployment.

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?

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 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

Insurance

We will advise and make a recommendation for you after we have assessed your needs for private medical insurance and pure protection policies such as term assurance, critical illness and permanent health insurance and buildings & contents and accident sickness & unemployment insurance.

You will not receive advice or a recommendation from us for private medical insurance and pure protection policies such as term assurance, critical illness and permanent health insurance and buildings & contents and accident sickness & unemployment insurance. 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 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

You will pay for our services on the basis of commission only, fee only, or a combination of both 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 completion of the work. 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.

Hourly Rate

Our typical charges are:

Director	£250 per hour
Senior Financial Adviser	£200 per hour
Support Staff	£75 per hour

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

Pension & Investment lump sums

For any lump sum investment or lump sum pension contribution, we charge you a flat fee based on the amount invested, for research, analysis, and product placement. We will tell you if you have to pay VAT. Our charges are paid at the commencement of your investment or pension contribution and are as follows:

<u>Amount</u>	<u>Fee as Percentage of Amount</u>	<u>Example</u>
• £1 to £150,000	3.0%	<i>£4,500 fee for a £150,000 investment</i>
• Next £150,000	2.0%	<i>£7,500 fee for a £300,000 investment</i>
• Anything above £300,000	1.0%	<i>£9,000 fee for a £450,000 investment</i>

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

Reviews

Our typical charges are:

Initial Meeting	Free
Annual Review	£1000 (per meeting)

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

Switching advice

Where we arrange and give advice and it involves switching between funds we may charge up to 1% of the fund amount that is switched.

Ongoing Service Charge

In addition, we receive up to 1% per year of the value of any investments that we give advice on. We will confirm what the ongoing service charge will be in writing before beginning work.

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 from a provider 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 will receive will vary depending on the product, the amount you invest and sometimes how long you invest and your age. For example:

Pension & Investment lump sums

For any lump sum investment or lump sum pension contribution, we limit the commission that we take as follows:

<u>Amount</u>	<u>Commission</u>	<u>Example</u>
• £1 to £150,000	3.0%	£4,500 commission for a £150,000 investment
• Next £150,000	2.0%	£7,500 commission for a £300,000 investment
• Anything above £300,000	1.0%	£9,000 commission for a £450,000 investment

Any additional commission that is payable will be reinvested into your contract.

Switching advice

Where we arrange and give advice and it involves switching between funds we receive commission of up to 1% of the fund amount that is switched.

Ongoing Service Commission

In addition, we receive up to 1% per year of the value of any investments that we give advice on. We will confirm what the ongoing commission will be in writing before beginning work.

Annuities

If you pay £10,000 into an annuity then we would receive commission of up to 1.5% of the amount you invest which would equate to £150.

Regular contributions

- If you invest £100 per month in an ISA or unit trust we would receive commission of up to 3% of all payments plus 1% of your fund value each year from year 1. This equates to roughly £36 each year plus £12 in year 1, £24 in year 2, and so on.
- If you pay £100 a month into a personal pension (with a term of 25 years) then we would receive commission of up to 4.5% of the first 12 months payments plus 1% of your fund value each year from year 1. This equates to roughly £54 each year plus roughly £12 in year 1, £24 in year 2, and so on.
- If you pay £100 a month towards a whole of life policy then we would receive commission of 144% of the first 12 months payments plus 2.5% of all payments from month 25. This equates to £1728 initially plus £30 each year from month 25.

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

The commission we receive includes payment for ongoing services and financial reviews.

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

A fee. 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**" above

No fee for advising on and /or arranging private medical insurance and pure protection policies such as term assurance, critical illness and permanent health insurance and buildings & contents and accident sickness & 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. This option is not available for remortgages where the loan amount is less than £100,000 or any purchase.

Pure Fee. A fee of up to 0.5% of the loan amount will be charged subject to a minimum of £500 and will be payable up front when you apply for the loan. For example, if your borrowing was £80,000 we would receive a fee of £500. Under this arrangement, we would refund to you any commission that we are paid by the lender.

Combination of fee and commission. A fee of up to £500 will be payable up front when you apply for the loan. We will also be paid commission 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:

No refund

5. Who regulates us?

Bob Little & Co Ltd, Prospect House, Troisdorf Way, Kirkleatham Business Park, Redcar, Cleveland TS10 5RX is authorised and regulated by the Financial Services Authority. Our FSA Register number is 439777
Our permitted business is arranging and giving advice on Investments, Insurance & Mortgages
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 Write to Bob Little & Co Ltd Complaints Department, Prospect House, Troisdorf Way, Kirkleatham Business Park, Redcar, Cleveland TS10 5RX

... by phone Telephone 01642 477758

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.

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.

Mortgages

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.

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