



about our services and costs

Pembroke Financial Services Limited

**5 The Drive
Hove
East Sussex
BN3 3JE**

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.
- 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
- 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

Insurance

- A fee.
- No fee for Term Assurance, Mortgage Payment Protection Insurance, Critical Illness Insurance, Income Protection 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 £100.00 per hour. This fee covers the advice and administration costs for a standard mortgage application, from start to finish would normally take a minimum of 5 hours. Any commission received from the lender will be rebated in full. This will be payable upon completion.
- A combination of fee and commission. It normally takes a minimum of 5 hours advice and administration time to complete a standard mortgage application. This equates to £500.00 (5 hours @ £100.00 per hour). If the commission we earn from a lender covers this cost, no fee will be levied by us, however if the commission is less than £500.00, we will charge you a fee to make up the difference. (e.g. a £70,000 mortgage @ 0.4% = £280.00, £500.00 less £280.00 means the fee we charge you is £220.00). This will be payable upon completion.

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 if you decide not to proceed.

5. Who regulates us?

Pembroke Financial Services Limited of 5 The Drive, Hove, East Sussex, BN3 3JE is authorised and regulated by the Financial Services Authority. Our FSA Register number is 228341.

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 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: Mr K Relf, Compliance Officer, Pembroke Financial Services Limited, 5 The Drive, Hove, East Sussex, BN3 3JE

By phone: Telephone: 01273 774855

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.

Insurance

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

Mortgages

Mortgage advising and arranging is covered up to a maximum limit of £50,000

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

ADDITIONAL KEY FACTS

1. COMMENCEMENT DATE

These terms come into effect on the date you receive it from us.

2. HOW WE ACT FOR YOU

We prefer our clients to give us instructions in writing to avoid possible disputes. We will, however, accept oral instructions providing they are subsequently confirmed in writing.

Any advice we give you will normally be in writing, but if given orally will be recorded on your file.

Where any recommendation we make, or transaction we undertake for you, results in a right to cancel the policy under certain conditions, we will advise you of these rights. We will also tell you if you do not have a right to cancel the arrangement.

Occasions can arise where we, or one of our other customers, will have some form of interest in business, which we are transacting for you. If this happens, or we become aware that our interests, or those of one of our other customers, conflict with your interests, we will inform you and obtain your consent before we carry out your instructions.

The principals of Pembroke Financial Services Limited have a minority shareholding in Capital Reward Ltd. Capital Reward Ltd is a subsidiary of our compliance support company and generates its income from the placement of business with certain product providers. The business placed is intended to add value to the shares in that company and the long term aim is for the shares to be sold, thereby providing a deferred cash benefit to the shareholders. The existence of the shareholding and any potential benefit will in no way influence our recommendation in relation to the most suitable product or provider.

On request we will be pleased to provide you with a list of the providers from whom such benefits may be earned. We can also confirm that the provision of the shares and their potential benefits **do not affect your product terms.**

3. CONTACT

We offer several different service levels dependent on our clients requirements. Details of these are available upon request.

We like to keep our clients informed of products and services we offer which may be of interest to them therefore, from time to time we may forward marketing material to you, or contact you by telephone. This will not affect any statutory right of cancellation you may have. Calls will not be made on a Sunday or between 9pm and 9am on any other day.

4. WE DO NOT HANDLE CLIENT MONIES

Crossed cheques for premiums or investment monies can only be made payable directly to the product provider. No premiums or investment monies of any kind should be paid or made payable to anyone else.

5. TERMINATION OF THIS AGREEMENT

You, or we, may terminate our authority to act on your behalf at any time without penalty. Notice of this termination must be given in writing by first class post. It will be deemed to be received 2 business days after being posted. Any business currently being completed will be completed unless we receive your instructions to the contrary.

Any fees outstanding at the date of termination will be due within four weeks

6. LAW

These terms are governed and shall be construed in accordance with English law and the parties shall submit to the exclusive jurisdiction of the English Courts.

7. DATA PROTECTION & RECORDS

The information you have provided is subject to the Data Protection Act 1998 (the "Act"). By signing this document you consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

"Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FSA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

In order to provide services to you we may be required to pass your personal information to parties located outside of the European Economic Area (EEA) in countries that do not have Data Protection Laws equivalent to those in the UK. Where this is the case we will take reasonable steps to ensure the privacy of your information.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or condition; the committing or alleged committing of any offence by you; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings; your political opinions, religious or similar beliefs, sexual life; or your membership of a Trade Union.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on (01273) 774855 or in writing at Pembroke Financial Services Limited.

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other

than for a legitimate purposes. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

I/We acknowledge receipt of a copy of this additional Key Facts document and confirm that its content has been explained to me. I/We accept that these terms become effective from the date I/we receive/sign this document.

Please tick this box if you do not wish for us to contact you for marketing purposes by e-mail, telephone, post or SMS.

Please tick this box if you do not wish any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.

Client name

Signature

Date

Client name

Signature

Date

**Pembroke Financial Services Limited is authorised and regulated by the
Financial Services Authority**



Registered and incorporated in England and Wales at
30 New Road, Brighton, East Sussex, BN1 1BN under number 2518721