



about our services and costs

Ideal Financial Solutions Limited
50a Willis Way
Poole
Dorset
BH15 3SY

1 The Financial Conduct Authority (FCA)

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

Investment

Please refer to section 3 of this document.

Insurance

- We offer products from a range of insurers for Term Assurance, Critical Illness, Mortgage Payment Protection, Private Medical Insurance and Buildings and Contents Insurance.
- We offer products from a range of insurers.
- We offer products from a single insurer.

3 Which service will we provide you with?

Investment

- Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.
- Restricted advice – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products.
- No advice – 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 all types of non-investment insurance contracts.
- 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

We offer a variety of methods by which we can be remunerated so that you can select the method that best suits your needs. 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.

We will also tell you if you have to pay VAT and if there are any other associated costs that might arise in connection with the services we provide to you.

Advised services

Our typical charges relating to our initial advice service are as follows

Initial Service	Initial Charges
Review and recommendation resulting in the setting up of an insurance contract, ISA, Unit Trust, Investment Bond or Personal Pension Plan.	3% of the investment subject to a £500 minimum charge. As an example, an Investment of £50,000.00 will typically attract a charge of £1,500.00.
Review and recommendation resulting in the setting up of an Annuity	3% of the investment subject to a £500 minimum charge. As an example, an Annuity of £50,000.00 will typically attract a charge of £1,500.00.
Review and recommendation resulting in the setting up of a Personal Pension Transfer or Income Drawdown.	3% of the investment subject to a £750 minimum charge. As an example, a Pension Transfer of £50,000.00 will typically attract a charge of £1,500.00.
Review and recommendation resulting in the setting up of a phased Income Drawdown	3% of the investment subject to a £950 minimum charge. As an example, a phased Income Drawdown of £50,000.00 will typically attract a charge of £1,500.00.

Initial advice service

Our initial advice will be appropriate for you, based on your requirements and circumstances at that time. We will not ensure that any initial advice remains suitable for you at a later date, unless you select to receive ongoing services from us.

We will confirm the actual adviser charges in writing within our separate 'Client Agreement and Declaration' document before providing our services to you.

If we do not agree a fixed adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

The cost of our services

Payment for initial advice services

Settling your adviser charge in a single payment

Our charges will become payable on completion of our work and you will be required to settle the payment of your adviser charge on completion of our work within 15 business days. We accept cheques. We do not accept payment by cash. You will be provided with a receipt upon payment.

You may also pay our adviser charges via deductions from the financial product(s) that you might invest in, where the product provider allows this. Please note that if you choose to pay by deduction from a financial product this will reduce the amount left for investment and, may, depending on your circumstances, have other consequences. If you select this option we will discuss the implications of using this payment method with you prior to putting it in place.

Ongoing services

In addition to our initial advice services, you could ask us to undertake further services on an ongoing basis. Details of any ongoing services that we offer are detailed in our Service and Payment Options document and summarised later within this document.

Our typical adviser charges are noted below. The exact amount may be more or less than this, but will be specifically agreed with you based on the work you ask us to do for you.

We will confirm the actual adviser charges in writing within our separate 'Services & Payment Agreement', before providing our services to you.

If we do not agree a fixed adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

Payment for ongoing services

Advice Services

Service Proposition	Monthly Fee
Premier	1% of the funds under management, subject to a £1,000 minimum charge per annum.
Primary	0.50% of the funds under management, subject to a £250 minimum charge per annum.
Transactional	N/A

Other benefits we may receive

We advise and arrange on a range of products from a variety of firms; we may receive certain support from these firms, which is used to enhance the quality of service we provide to you. This year we expect to receive in total 20 hour's worth of training from some or all of these firms. Some of the cost of this training may be passed to you as part of the total product charges you pay these firms. Other support we may receive includes access to technical services, information technology support and the supply of product literature. Further information regarding any of these arrangements is available on request.

Information about other costs and associated charges

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

INSURANCE

- A fee.
- No fee for non-investment insurance contracts i.e. advising on Term Assurance, Critical Illness and Mortgage Payment Protection buildings and contents insurance.

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

5 Who regulates us?

Idea Financial Solutions Limited. which is authorised and regulated by the Financial Conduct Authority, under the Financial Services Register, Number 622803.

Our permitted business is advising on and arranging investments, non-investment insurance contracts and mortgages.

You can check this on the FCA's Register by visiting the FCA's website <http://www.fca.org.uk/register> or by contacting the FCA on 0800 111 6768.

6 What to do if you have a complaint

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

...in writing: Write to: The Compliance Manager, Ideal Financial Solutions Limited, 50a Willis Way, Poole, Dorset BH15 3SY

...by phone: Telephone 01202 916488

Please be assured we treat complaints seriously. For your further protection if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service ('FOS'). **Full details of the FOS can be found on its website at www.financial-ombudsman.org.uk.**

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 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.