

keyfacts

about the cost of our services

Fluent

Fluent
Independent
Financial Advisers
Limited

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1. The Financial Services Authority (FSA)

The FSA is the independent regulator of financial services. It requires us to give you this document when advising on some savings and investments. You may use this information to compare value for money, to shop around and to decide which firm to use.

2. Our services

We will review your circumstances and discuss your needs and objectives.

As a result of this we will be able to analyse your information and make recommendations.

We will research the market place for the solutions most suitable for your personal circumstances and then arrange the appropriate contracts.

3. What are your payment options?

Not all firms charge for advice in the same way. We will discuss your payment options with you and answer any questions you have. We will not charge you anything until you have agreed how we are to be paid. **We have ticked the payment options we offer.**

- ✓ **Paying by fee.** Whether you buy a product or not, you will pay us a fee for our advice and services. 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.

- ✓ **Paying by commission (or product charges).** If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing 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, the product charges could be the same as when buying through an adviser, or they could be higher or lower. We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

4. How much might our services cost?

If you choose the fee option

We will agree the rate we will charge before beginning work. We will tell you if you have to pay VAT.

Our typical charges are:

Principal/Director/Partner £160 per hour

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 checking with you first.

If you choose the commission option

Tables 1 and 2 show examples of the amounts of commission we could receive (or the equivalent we earn through product charges) and compare those amounts with the market average (see notes 1 & 2 at the end of this section 4).

The amounts vary according to: the type of product, the amount you invest, and (sometimes) how long you invest for, or your age when you start the product. We will confirm the actual amount to you before you buy a product.

Table 1 - Commission if you invest monthly				
Products	Example term or age	Comparison of costs		Example based on £100 per month
		<i>Our maximum</i>	<i>Market average</i>	<i>This shows the maximum costs of our sales and advice for a monthly investment or premium of £100, ignoring any changes in fund value</i>
Savings and investments				
Collective investments (e.g. unit trusts)	Any	3% of all payments plus 1.5% of your fund value each year from year 1	1.1% of your fund value each year from year 1	£36.00 each year plus £18.00 in year 1, £36.00 in year 2, and so on (The actual amount in later years will vary in line with your fund value)
Endowments	10 Year Term	58.8% of the first 12 month's payments	40.2% of the first 12 month's payments	£705.60 initially
Protection				
Whole of life assurance	Age 40	153.1% of the first 12 month's payments	110.9% of the first 12 month's payments	£1837.20 initially
Saving for retirement				
Personal and Stakeholder pensions	25 Year Term	79.3% of the first 12 month's payments	31.9% of the first 12 month's payments	£951.60 initially
	10 Year Term	10.2% of all payments	5.4% of all payments	£122.40 each year

Table 2 - Commission if you invest a lump sum

Products	Example term or age	Comparison of costs		Example based on £10 000 lump sum
		<i>Our maximum</i>	<i>Market average</i>	<i>This shows the maximum costs of our sales and advice for a lump sum investment of £10 000, ignoring any changes in fund value</i>
Savings and investments				
Collective investments (e.g. unit trusts)	Any	3% of the amount you invest plus 1.5% of your fund value each year from year 1	0.7% of your fund value each year from year 1	£300.00 plus £150.00 each year from year 1 (The actual amount in later years will vary in line with your fund value)
Investment bond	Any	12.4% of the amount you invest	4.9% of the amount you invest	£1240.00
Saving for retirement				
Personal and Stakeholder pensions	25 Year Term	79.3% of the first 12 month's payments	31.9% of the first 12 month's payments	£951.60 initially
	10 year term	7% of all payments plus 0.75% of your fund value each year from year 1	2.3% of all payments plus 0.75% of your fund value each year from year 1	£84.00 each year plus £9.00 in year 1, £18.00 in year 2, and so on (The actual amount in later years will vary in line with your fund value)
At retirement				
Annuities	Any	10.4% of the amount you invest	1.4% of the amount you invest	£1040.00

Notes:

1. The market average figures are calculated by the FSA using actual data from a representative sample of regulated firms and are shown in a way that you may compare with our own maximum rates. The market average figures will be updated by the FSA from time to time based on new data.
2. Where a firm sells its own products it must calculate its figures according to FSA guidelines.

5. Further information

If you need any more help or information

- ask your adviser; or
- visit www.fsa.gov.uk/consumer.