



about our services and costs



Erico House
93-99 Upper Richmond Road
London
SW15 2TG

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?

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.
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Insurance

- We offer products from a range of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness.
 - We only offer products from a limited number of insurers for list the types of non-investment insurance contracts.
 - We only offer products from a limited number of insurers for non-investment insurance contracts.
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Mortgages

- We offer mortgages from the whole market.
 - We only offer mortgages from a limited number of lenders/companies.
 - We only offer a limited range of the mortgages from a range of lenders.
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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
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Insurance

- We will advise and make a recommendation for you after we have assessed your needs for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness.
- You will not receive advice or a recommendation from for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness.

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

Investment, Pension and Financial Planning

At the Initial Meeting

There will be no cost for the initial consultation. At the meeting we will explain exactly how we get paid. Only then if you are satisfied will we continue with the advice process.

1. Ongoing Advice and Review by monthly retainer:

The amount of the retainer will depend on the level of advice required and will increase annually inline with inflation. .

2. Implementation:

Should you buy a packaged product, such as an ISA, Pension, Insurance Policy or Mortgage we will charge a fee for the implementation of this product. Our fee is equal to the commission received from the provider from which this product is bought. We will tell you in advance the amount of commission payable to us on any such investment, pension, insurance or finance arrangement.

Any commission received from the provider/insurer/bank will be used to automatically offset the outstanding fees charged to yourself for the implementation. Should you cancel any policy/product, finance arrangement implemented by PSG Consult, for whatever reason during the commission indemnity period of the bank and the provider subsequently claws back commission related to that product, an amount equal to that that clawback amount will become repayable to PSG Consult immediately. The standard commission indemnity period is 4 years from inception.

In some cases our advice is purely conceptual and does not lead to the implementation of any new financial arrangements. In these instances paying by fee is the only option. We will tell you in advance what the cost will be and will only continue with your consent.

3. Investments under influence and Investments under management: We receive Management fees for all Investments under our management, from the Collective Investment Provider. These Management fees varies between 0.5% and 1% is payable on the total investment under PSG Consult management.

4. Alternative Arrangement: It is possible to provide our services on a commission only basis should you require this option. If we receive a commission or other form of benefit from the issuer of a security/provider/bank/insurer or from another intermediary, we will inform you. Should you cancel any policy/product or finance arrangement implemented by PSG Consult, for whatever reason during the commission indemnity period of the provider and the provider subsequently claws back commission related to that product, an amount equal to that that clawback will become immediately repayable to PSG Consult. The standard commission indemnity period is 4 years from inception.

Insurance



If you buy a non-investment insurance contract (insurance policy), covering pure protection, term assurance, income protection, private medical insurance a fee is payable to PSG Consult for implementing the policy on your behalf.

This implementation fee will be equal to the commission receivable from the provider from which this product is bought. The commission we receive from the provider will then be used to automatically offset against the fee payable by

you for implementation.

We will tell you in advance the amount of commission payable to us.

Should you cancel any arrangement implemented by PSG Consult, for whatever reason during the commission indemnity period of the provider and the provider subsequently claws back commission related to that product, an amount equal to the clawback will become immediately repayable to PSG Consult. The standard commission indemnity period is 4 years from inception.

- No fee for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness, is payable. We will receive commission from the insurance company for doing the work involved in arranging the policy on your behalf.

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

Mortgages

- No fee.

- A fee of £375 is payable for the initial mortgage application or agreement in principle. We will also be paid commission from the lender/company that buys your home.

On a loan amount of £200,000 we will typically also receive £700 commission from the lender/company. The commission we receive is an indirect payment from yourself for the services and advice provided in arranging your mortgage.

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:

- A full refund, of £300 if you are not satisfied with our service.
- No refund, if the lender/company/bank rejects your application.
- No refund, if you or the vendor decide not to proceed.

5. Who regulates us?

PSG Consult Ltd, Erico House, 93-99 Upper Richmond Road, is authorised and regulated by the Financial Services Authority. Our FSA Register number is 403035.

Our permitted business the provision of financial advice and the arranging of transactions in investments, mortgages and insurance policies for both corporate and individual clients.

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. Leon Taylor, PSG Consult ,Erico House, 93-99 Upper Richmond Road. London, SW15 2TG.

...by phone: Telephone 084567 11100.

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

Provision and mediation of investments: protection for 100% of £50,000

Insurance Business

Non-compulsory insurance provision (both general and life insurance): protection for 90% of the claim, with no upper limit.

Mortgages

Advising on or arranging house purchase finance: protection for 100% of £50,000

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

General Insurance Intermediation

Non-compulsory general insurance and pure protection contracts (e.g. term, critical illness and income protection insurance): protection for 90% of the claim, with no upper limit.