

PHOENIX LIFE AND MORTGAGES LTD
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Our Services & Fees

Background – The Purpose of this Document

It's great that you are considering taking advantage of our services. Before we complete any work for you there are some things that we want to tell you about our services and how we will charge for them. You can use this document to decide whether our services are right for you.

Please do take the time to read it - it only takes a few minutes, and it contains important information about our services. Please tell us if you need any extra help or support when using our services.

Are our services regulated?

Yes – most of what we do is regulated by the Financial Conduct Authority. You can see full details of how we are regulated and what permissions we hold in Section 1.

Our services relating to protection and general insurance are covered by the Financial Services Compensation Scheme. You can also find more details about the compensation scheme in Section 1.

What kind of service do we offer?

We offer advice on life and health insurance products and household insurance.

For most insurance advice we make recommendations from a range of insurers which is representative of the whole market. For some more specialist insurance products we offer advice from a narrower range or from single providers.

You can see details of our range of products and providers and further details about our services in Section 2.

There are limitations to our advice. For example, we don't give tax advice. There is more about this in Section 2.

What do we charge for our services?

For insurance products we will receive commission from the product provider. We will not charge separate fees for these services. You can see more details about our charges in Section 3.

What if you have a complaint?

We hope that you will love the services that we provide. But if something does go wrong, then we will work hard to put things right. You also have access to our complaints procedures. If you are still not happy, then you may be able to refer your case to the Financial Ombudsman Service (FOS). You can see more information about our complaints procedures and the types of cases that FOS can consider in Section 4.

How will we handle with your personal data?

We will keep your personal information private and confidential, even if you are no longer a client.

You can see full information of how we will handle your data in our separate Privacy Statements. We can provide you with a copy of these or they can be accessed via our website. We may also make electronic checks to verify your identity or for fraud prevention.

You can see more information about data privacy and electronic checks in Section 5.

Section 6 contains information about how we manage conflicts of interest and our procedures relating to client money.

1. Regulatory Status & Protections

Our Regulatory Status

We are an Appointed Representative of the PRIMIS Mortgage Network, a trading name of Personal Touch Financial Services Ltd, which is authorised and regulated by the Financial Conduct Authority (FCA). The FCA is a financial regulatory body who is independent.

PRIMIS is included on the Financial Services Register under registration number 187834. You can check this via the FCA website www.fca.org.uk or by calling them on 0800 111 6768.

PRIMIS Mortgage Network authorise us to advise and make arrangements in relation to:

- Life and Health Insurance
- Personal Accident
- General Insurance

The Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (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.

Further information about this scheme is available from the FSCS website www.fscs.org.uk or by writing to:

Financial Services Compensation Scheme
PO Box 300
Mitcheldean
GL17 1DY

Telephone: 0800 678 1100 or 0207 741 4100

2. Our Services

What type of service do we offer?

We provide an **advised** service. This means that we will assess your needs and make a personal recommendation for each insurance areas in which you have asked us to provide a service.

We act for you and not the insurer in connection with the services we provide.

Our advice is based on your circumstances at the time the advice is given.

My recommendations are based on my understanding of current legislation, which is subject to change.

Whose products do we offer?

Insurance

We offer products from a range of insurers for the following insurance products: *term assurance, family income benefit, non-investment whole of life assurance, critical illness insurance, income protection insurance and insurance related products for properties and their contents*. The range of insurers is based on a fair analysis of the relevant market.

We only offer products from MetLife for Personal Accident Insurance.

Are there any limitations to the advice we are providing?

Our advice is limited to providing advice on appropriate protection and/ or insurance solutions from our range of providers.

We do not provide tax advice. If you are in any doubt, you should seek appropriate advice on any tax implication of the transactions that you enter.

We might sometimes suggest you consider placing a policy into trust. Where we do so, we are providing general guidance of the benefits trusts and/ or information on routes for placing your policies into them. We are not providing a specific recommendation about whether any individual trust is right for you. You should take specialist trust advice if you are in any doubt.

Your duty to provide full and accurate information

It is your responsibility to provide full and accurate information to us and to any product provider or lender that we might recommend.

Failure to disclose material information could invalidate any recommended insurance.

We rely on the information you have disclosed to us. We cannot be held responsible for any consequences arising from the information held on your file becoming inaccurate as a result of changes that you have not told us about.

3. Our Fees and Charges

What are our Fees and Charges?

Insurance

We will not charge you a fee for our services relating to insurance, but we will receive commission from the product provider. The commission will be calculated as a proportion of the premiums paid for the insurance product.

You will receive a quotation which will tell you about the fees and charges relating to any insurance policy that we recommend.

4. Complaints

What to do if you have a complaint?

We hope that you will be satisfied with the service that we provide. If you wish to register a complaint, please contact us via any of the following methods:

In Writing: The Customer Resolution Team, PRIMIS Mortgage Network, 3700 Parkside, Birmingham Business Park, Solihull. West Midlands. B37 7YT.

By Telephone: 0121 767 1139

By Email: complaints.solihull@primis.co.uk

PRIMIS will aim to deal with your complaint quickly and impartially. You can find details of how to complain and what happens next, on our website <https://www.primis.co.uk/home/customers/complaints/>.

If we cannot resolve your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service. Full details can be found on its website at www.financial-ombudsman.org.uk

5. Data Security & Privacy

Client Confidentiality

We will keep all your personal information private and confidential, even if you are no longer a client. This is in line with current data protection legislation. Our Data Privacy Statement provides full information about how we will use your data including:

- What data will be obtained.
- Use of data and who it will be shared with.
- Your right to access the data.

We can provide a copy of our Data Privacy Statement on request or you can find it on our website www.phoenixlifeandmortgages.com

Electronic verification of identity

We are required by law to confirm your identity. This means we need evidence of who you are and where you live. If the service is being provided to a legal entity (for example, a limited company or partnership) we are required to verify the identity of the beneficial owners, Directors, or partners. This is to comply with money laundering regulations.

We may attempt to check your identity electronically based on information we hold. We may also pass on and exchange information with appropriate agencies in order to carry out those searches and checks. Where the check is unsuccessful, we will require alternative proof of identification.

Electronic identity checks will leave an enquiry footprint on your credit file for each check carried out but will not affect your credit score. In making use of our services, you confirm your acceptance of our use of credit reference agencies which will result in such a record.

6. Other Important Information

Payments to us

You should not pay any monies to us as we do not charge for our protection and insurance services.

You should pay third parties, such as providers, directly.

We are not authorised to hold client money (*that is, money which is to be held or processed on your behalf*).

Conflicts of interest

We maintain procedures to prevent and manage conflicts of interest arising between you and us, or PRIMIS, or between you and any other client of ours, or of PRIMIS'.

Circumstances might occasionally arise where we consider that these procedures will not be sufficient to ensure, with reasonable confidence, that the risks of damage to your interests will be prevented. In these cases, we may not be able to act for you. Where our procedures would allow us to act, we will clearly disclose the following to you in writing before we undertake any business for you:

- a specific description of the conflict of interest that has arisen;
- the risks to you that arise from the conflict of interest;
- confirmation that we do not consider that our normal organisational and administrative arrangements are sufficient to mitigate these risks.

Our disclosure will provide sufficient information to enable you to make an informed decision about the risks to you and whether you should proceed with the service.

Customer service

It is vital that you fully understand the advice and documents given to you. If there is anything which might prevent this from happening, or may act as a barrier to this occurring, such as your health or a situation, please let me know as soon as possible. Such information will be held in strict confidence. Depending on the circumstances, our service will be personalised so that you receive the best possible experience in our dealings.

We are continually striving to maintain a high standard of service for all our customers so during our advice process we (our network PRIMIS) will email you to seek feedback on our service and the advice provided.