

keyfacts®

About our services

Mayfayre
FINANCIAL SERVICES LTD

**The Old Barn
Clatworthy
Taunton
Somerset TA4 2EQ
Tel: 01984 678056**

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

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 product from a single company.

Insurance



We offer products from a range of insurers for term assurance, income protection, health insurance, home and motor 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 a limited range of a single lender.

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.
<input type="checkbox"/>	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: <ul style="list-style-type: none"> • Conduct a full assessment of your needs; • Offer advice on whether a non-stakeholder product may be more suitable
Insurance	
<input checked="" type="checkbox"/>	We will advise and make a recommendation for you after we have assessed your needs for term assurance, income protection, health insurance, home and motor insurance.
<input type="checkbox"/>	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	
<input checked="" type="checkbox"/>	We will advise and make a recommendation for you after we have assessed your needs.
<input type="checkbox"/>	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	
<input type="checkbox"/>	Before we provide you with advice, we will give you our keyfacts guide 'about the cost of our services'.
<input checked="" type="checkbox"/>	We will tell you how we get paid, and the amount, before we carry out any business for you.
Insurance	
<input type="checkbox"/>	A fee of £500 for arranging each contract of insurance payable at outset. This is a one-off fee only payable when you decide to take out insurance we recommend.
<input checked="" type="checkbox"/>	No fee. Instead, we will be paid by commission from the Insurer providing the commission paid to us exceeds £400, if not we will charge you the difference.
<input type="checkbox"/>	No fee.
You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.	

Mortgages	
<input type="checkbox"/>	No fee. We will be paid by a procuration fee from the lender.
<input type="checkbox"/>	A fee of £200 payable at the outset and £300 payable when you apply for a mortgage. We will also be paid commission from the lender.
<input checked="" type="checkbox"/>	A fee of £350 for arranging the mortgage payable on completion and we will be paid by a procuration fee from the lender, this will vary from lender to lender.
<input type="checkbox"/>	A fee of £200 payable at the outset and then a fee of £125 per hour for our advice services. Typically, our full advice service takes around four hours (in which case the fee would be £500 or £700 including the standard fee). The £500 fee for the advice service is only payable when you apply for a 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:	
<input checked="" type="checkbox"/>	A full refund if the lender rejects your application.
<input type="checkbox"/>	A partial refund of £100 if your application falls through.
<input type="checkbox"/>	No refund if you decide not to proceed.
5. Who regulates us?	
<p>Mayfayre Financial Services Ltd is authorised and regulated by the Financial Services Authority. Our FSA Register number is 466859</p> <p>Mayfayre's permitted business is advising on regulated mortgage contracts, arranging (bringing about) mortgage contracts, making arrangement with a view to regulated mortgage contracts, arranging (lifetime) mortgages, Arranging (bringing about) deals in investments, Advising on investments (except on Occupation Pension transfers and opt outs, Advising on Non Investment Insurance contracts and agreeing to carry on a Regulated Activity.</p> <p>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.</p>	
6. What to do if you have a complaint	
<p>If you wish to register a complaint, please contact us:</p> <p>In writing: Mayfayre Financial Services Ltd. The Old Barn Clatworthy Taunton Somerset TA4 2EQ</p> <p>By phone: Telephone 01984 678056</p> <p>If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.</p>	

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 for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

Insurance

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Mortgages

Mortgage advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

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

Signed _____ Dated _____

Signed _____ Dated _____