

## **Lincolnshire Independent Financial Advisers Ltd**

[www.lincolnshireifa.co.uk](http://www.lincolnshireifa.co.uk)

6 Fountain Court  
Market Place  
Epworth  
DN9 1EG

Tel: 01427 872718

Fax: 01427 872719

Email: [office@lincolnshireifa.co.uk](mailto:office@lincolnshireifa.co.uk)

## Information about our Equity Release Services

DATE ISSUED: \_\_\_\_\_

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## OUR STANDARD AGREEMENT: ABOUT US AND HOW WE WORK WITH YOU

Lincolnshire Independent Financial Advisers Ltd, 6 Fountain Court, Epworth, Doncaster, South Yorkshire. DN9 1EG is authorised and regulated by the Financial Conduct Authority. FCA Number 472637

You can check this on the FCA's Register by visiting the website [https://register.fca.org.uk/ShPo\\_Homepage](https://register.fca.org.uk/ShPo_Homepage) or by contacting the FCA on 0800 111 6768.

### Client Classification

#### Equity release

Lincolnshire Independent Financial Advisers Ltd classifies all equity release customers as 'clients', which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA).

Should we need to classify you differently we will discuss this with you, however, you should aware that you may lose a number of regulatory protections which will be outlined in a revised agreement.

### Our Commitment to You

Prior to providing you with any advice we will take time to understand your current needs, circumstances and attitude to risk (where applicable). Any advice provided will be confirmed to you in writing.

### Methods of Communication

Unless you advise us otherwise, we will communicate with you via the following methods of communication, Face to Face, E-mail, Telephone, Letter & Fax.

### Language

Please note that all our communications and documents will be provided to you in English.

### Client Money

Lincolnshire Independent Financial Advisers Ltd **does not handle clients' money**. We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

### Introductions to a Third Party

We may receive a fee for making introductions to third party product or service providers. Should we receive a fee we will confirm in writing to you what that fee will be.

When acting as an introducer, marketer or promoter of a scheme, no responsibility is accepted for any matters arising from the referral to the scheme product provider. It is your responsibility to ensure that you enter into separate Terms & Conditions with the third-party advisor.

### **Data Protection**

For details of our Data Protection policy, please see our Data Protection Notice, which will be provided separately to you.

### **EQUITY RELEASE SERVICES**

**Equity release products are either lifetime mortgages or home reversion plans.**

### **Whose Products We Offer**

We offer a comprehensive range of equity release products from across the market, but not deals that you can only obtain by going direct to a lender.

### **Which Service Will We Provide You With?**

We will advise and make a recommendation for you after we have assessed your needs.

You may request an illustration from your adviser whenever our firm provides you with information specific to the amount your equity release requirement following assessment of your needs and circumstances.

### **What Will You Have to Pay Us for This Service?**

A fee of £595.00 when you apply for an equity release product, we will also be paid a commission from the lender/home reversion plan provider.

### **Refund of equity release Fees**

If we charge you a fee, and your equity release product does not go ahead, you will receive:

No refund of our fee if you decide not to proceed, this will cover our administration costs.

**Think carefully about the product and services you need. If you want information or advice on standard mortgages, please ask**

## IMPORTANT INFORMATION

### Accounting to You

We will forward to you any documents we receive in relation to business transacted as soon as practicable; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.

### Complaints

If you wish to register a complaint, please contact us in writing at address at the front of this agreement or telephone us on 01427 872718.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. <http://www.financial-ombudsman.org.uk>.

### Compensation Arrangements

We have briefly set out some information about the Financial Services Compensation Scheme (FSCS) below. If you would like further information about compensation scheme arrangements, details are available at [www.fscs.org.uk](http://www.fscs.org.uk) or call 0800 678 1100.

Most of the products we advise on are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if product providers or we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

The actual level of compensation you receive will depend on the basis of your claim. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category (listed below).

#### **Equity Release.**

Mortgage advising and arranging is covered for 100% of the first £85,000, so the maximum compensation is £85,000 per person per firm.

### Clients Consent

This is our standard agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

I/We agree that this standard agreement will come into effect from the date of issue.

Client Name(s) X-----  
X-----  
Client Signature(s) X-----  
X-----  
Date of receipt X-----