



1. The Financial Services Authority (FSA)

The FSA is the independent regulator of financial services. This document has been designed by the FSA to be given to consumers considering taking advice on certain financial products. You may use this information to compare value for money, to shop around and to decide which firm to use.

2. Whose products do we offer?

Investment

- We offer products from the whole market.
- We can only offer products from a limited number of companies.
Ask us for a list of the companies and products we offer.
- We can only offer products from a single group of companies.
Ask us for a list of the companies and products we offer.

Insurance

- We offer products from a range of insurers for all non-investment insurance contracts.
- We can only offer products from a limited number of insurers for
Ask us for a list of the insurers we offer insurance from.
- We can only offer products from

Mortgages, Lifetime Mortgages and Home Reversion Schemes

- We offer mortgages from the whole market.
- We can only offer mortgages from a limited number of lenders.
Ask us for a list of the lenders we offer mortgages from.
- We can only offer a limited range of mortgages from 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.
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

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for term assurance, critical illness, income protection, private medical insurance, and accident insurance.
- You will not receive advice or a recommendation from us for term assurance, critical illness, income protection, private medical insurance and accident, sickness & unemployment, buildings and contents.
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

- We will advise and make a recommendation for you after we have assessed your needs. In the case of lifetime mortgages the advice we give will take into account home reversion schemes. Please note that home reversion schemes are not regulated by the FSA.
- 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

- Before we provide you with advice, we will give you our keyfacts guide 'about the cost of our services'.
- We will tell you how we get paid, and the amount, before we carry out any business for you.

Insurance

- A fee of £.....
- No fee for term assurance, critical illness, income protection, private medical insurance and accident, sickness & unemployment, buildings and contents

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

Mortgages

- An upfront fee of £250 and a further fee which will be no more than £750 payable on completion, we will also be paid commission from the lender.
- An upfront fee of £1,500 and we will refund to you any commission that we get paid by the mortgage lender
- No Fee
- A fee of £..... per hour
- A combination of fee and commission

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
- A refund of £
- No refund

5. Who regulates us?

Turner Insurance Services, Trading as Turner & Company, of 34-36 Princess Road West, Leicester, LE1 6TQ is authorised and regulated by the Financial Services Authority. Our FSA Register number is 457721.

Turner & Co's permitted business is advising and arranging life assurance, pensions, investments, mortgages and general insurance business.

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 Peter Turner, Turner & Co, 34-36 Princess Road West, Leicester, LE1 6TQ

By phone: Telephone 0116 299 9000

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

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.

or

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. Home reversion schemes are not covered by the Financial Services Compensation Scheme.

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

Message from the Financial Services Authority

Think carefully about this information before deciding whether you want to go ahead.

If you are at all unsure about which lifetime mortgage or home reversion scheme is right for you, you should ask your adviser to make a recommendation.

Please remember that home reversion schemes are not regulated by the FSA.

Investment

Commencement date

This Terms of Business comes into effect on the date you receive it from us.

How we act for you

We prefer our clients to give us instructions in writing to avoid possible disputes. We will, however, accept oral instructions providing they are subsequently confirmed in writing.

Any advice we give you will normally be in writing, but if given orally will be recorded on your file.

Where any recommendation we make, or transaction we undertake for you, results in a right to cancel the policy under certain conditions, we will advise you of these rights. We will also tell you if you do not have a right to cancel the arrangement.

Occasions can arise where we, or one of our other customers, will have some form of interest in business which we are transacting for you. If this happens, or we become aware that our interests, or those of one of our other customers, conflict with your interests, we will inform you and obtain your consent before we carry out your instructions.

When we arrange investments for you we will register these in your name unless otherwise agreed in writing. Additionally, we will ensure you receive either a contract note, documents of title, or certificates evidencing title. All such paperwork will be forwarded to you by post as soon as possible after we receive them. Where a number of documents relating to a series of transactions is involved, the documents will normally be retained until the series is completed.

Investment risk

All investments carry a degree of financial risk which will tend to increase in proportion to the potential rate of return on the investments. Any product which is directly or indirectly invested in assets which may fall in value (for example equities) may itself fall in value along with any decrease in value of those assets. Before entering into any investment agreement, you must ensure that you understand the risk associated with the product and are content to accept that level of risk.

We do not handle client monies

Crossed cheques for premiums or investment monies can only be made payable directly to the product provider. No premiums or investment monies of any kind should be paid or made payable to anyone else.

You should therefore decline to give any money to, or write cheques payable to Turner & Co.

Contact

Once we have acted upon your instructions we will not give you further advice unless you request it. However, we may review our record of your investments and policies periodically and contact you to suggest that we arrange a review meeting.

We like to keep our customers informed of products and services we offer which may be of interest to them, therefore, from time to time we may forward marketing material to you, or contact you by telephone.

Data Protection & Records

In order to advise you properly we must obtain certain information from you about your financial and personal circumstances, in order to assess the suitability of particular products and services. All client information is treated as confidential, however by accepting our Terms of Business you agree that the information which you give us may be disclosed to third parties for the purpose of processing your application.

All transactions will be registered in your name unless otherwise agreed in writing and the firm will forward contract notes and documents of title to you at your home address. We will forward to you all documents showing ownership of your Investments as soon as practicable after we receive them; 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. The Firm will keep a record of all business transactions for at least six years and all clients are entitled to inspect these at these offices during normal office hours if they so wish.

Termination of this agreement

You, or we, may terminate our authority to act on your behalf at any time without penalty. Notice of this termination must be given in writing by first class post. It will be deemed to be received 2 business days after being posted.

Any business currently being completed will be completed unless we receive your instructions to the contrary.

Any fees outstanding at the date of termination will be due within four weeks of the termination date.

Law

These Terms of Business are governed and shall be construed in accordance with English law and the parties shall submit to the exclusive jurisdiction of the English Courts.

Please keep one copy of this document for your own records and sign and return the second copy as proof of receipt.

I confirm receipt of this Keyfacts document and Terms of Business.

Name(s) *Print*

Signature(s)

Date