



About Our Services and Costs

MacKenzie Webb Associates Ltd
17 Mary Vale, Godalming, Surrey, GU7 1SW

1. THE FINANCIAL CONDUCT AUTHORITY (FCA)

The FCA is the independent watchdog that regulates financial services. 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:

Please refer to section 3 of this document

Insurance:

- We offer products from a range of insurers for non-investment insurance contracts.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

Mortgages & Equity Release Products:

We offer a comprehensive range of mortgages and equity release products from across the market, but not deals that you can only obtain by going direct to a lender. Equity release products are either lifetime mortgages or home reversion plans.

3. WHICH SERVICE WILL WE PROVIDE YOU WITH?

Investment:

Restricted Investment advice – We will advise and make recommendations for you after we have assessed your needs. Our recommendations will be based on a comprehensive and fair analysis of the market, but we will not advise on Non Mainstream Pooled Investments.

Insurance:

- We offer an 'advised' sales service - This means we will provide advice and make a personal recommendation for you after we have assessed your specific needs and circumstances.
- 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?

We charge fees for our professional services which include advice, implementation and review. We do not currently charge VAT on our fees. Our fees are based on the time required to provide advice and service to you, and the level of expertise and responsibility involved.

Not all firms charge for their services in the same way. We will discuss our payment options with you and will not charge you anything until we have agreed the services to be provided and how we will be paid. We offer the following services and payment options to suit your individual requirements:

Investment:

Financial Planning Service

This is a holistic advice service which includes three defined stages (we have a minimum charge of £500 for this service):

- 1) Fact Finding - Establishing your personal circumstances and identifying your financial objectives, priorities, risk profile and investment preferences.
- 2) Research & Analysis – Reviewing the suitability of current arrangements, establishing shortfalls in existing plans and creating an overall strategy taking account of your objectives, risk profile and tax position.
- 3) Report – Producing a financial plan which will include recommendations and estimated costs of implementation.

Financial Arrangement Service

This is an advice service that will include the purchase of a financial product and will normally be used in combination with our ongoing review service. We charge an implementation fee of up to 2.00% of the amount invested, with a minimum charge of £500. Our fees will depend on the amount and complexity of work involved, our existing business relationship and any professional liability. For example: If we agree a fee of 2.00% then the charge could be:

Amount Invested:	Adviser Charge:
£10,000	£500 Minimum
£25,000	£500
£50,000	£1,000

For advice relating to protection arrangements we have a minimum charge of £500

Review Service

This service is relevant to pensions and investments. We typically charge an annual fee of up to 0.50% of the value of the investments under management, depending on the intensity of the review service provided, with a minimum charge of £250 per annum. For example: If we agree a fee of 0.50% then the charge could be:

Amount Invested:	Adviser Charge:
£10,000	£250 Minimum
£25,000	£250 Minimum
£50,000	£250

Fixed Fee Service

Where we are providing a 'No Advice' service or where the advice required is in relation to a specific area of financial planning which will not be covered under our Financial Planning, Financial Arrangement or Review Service, you may request an estimate for the cost of the work on a fixed fee basis. Our minimum fee is £1000, and we will provide you with a specific quotation before we carry out any chargeable work.

Insurance:

- No fee - We will be paid by commission from the insurer.
- Fixed fee – We will receive commission from the insurer and will charge a fee which will be based on the amount of time spent, as per the following hourly rates:

Advice & Research	Adviser Charge:
Administration	£250 Minimum

Example - If the amount of time taken to advise on or arrange an insurance policy is 10 hours (4 hours on Advice & Research and 6 hours on Administration), this would mean a total fee of £700 would be payable.

We will tell you how much the total fee will be before you carry out any chargeable work, but you may ask for this information earlier. You will receive a quotation which will tell you about any other fees relating to any insurance policy.

Insurance:

- No fee - We will be paid by commission from the insurer.
- Fixed fee – We will receive commission from the lender and will charge a fee which will be based on the amount of time spent, as per the following hourly rates:

Advice & Research	£100
Administration	£50

Example - If the amount of time taken to advise on or arrange a suitable mortgage is 10 hours (4 hours on Advice & Research and 6 hours on Administration), this would mean a total fee of £700 would be payable.

We will tell you how much the total fee will be before you apply for a mortgage, but you may ask for this information earlier. This fee will not be refundable if you do not proceed with the mortgage. The amount of fees and commissions will be disclosed at a later stage in the European Standardised Information Sheet (ESIS).

Payment Options

You can pay our fee by bank transfer, cheque or alternatively we may be able to arrange with the product provider to deduct our fee from the amount invested, from the fund value of your existing investment or by commission on a general insurance product.

Refund of Fees

If we charge you a fee and this is paid, and your regulated mortgage does not go ahead, you will not receive any refund.

5. WHO REGULATES US?

MacKenzie Webb Associates Ltd (MWA) is an appointed representative of Alps F S Ltd which is authorised and regulated by the Financial Conduct Authority.

Alps F S Ltd's Financial Services Register number is 149828.

Alps F S Ltd's permitted business includes advising on and arranging investments, insurance and mortgages.

Although MWA Ltd is an appointed representative, you can check our details on the Financial Services Register. Our Firm Reference No (FRN) is: 232176. You can check this on the Financial Services Register by visiting the FCA's website <https://register.fca.org.uk/s/> or by contacting the FCA on 0800 111 6768 (freephone) from 8am and 6pm, Monday to Friday (except public holidays) and 9am to 1pm, Saturdays.

6. WHAT TO DO IF YOU HAVE A COMPLAINT?

If you wish to register a complaint, contact Alps by telephone or in writing as detailed below:

- In writing: Write to Alps F S Ltd, Compton House, Walnut Tree Close, Guildford, GU1 4TX
- By phone: 01483 502050.

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 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 £85,000 for post 31st March 2019 failures.

Insurance:

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Compulsory insurance is 100%.

Mortgage and Equity Release:

Mortgage and Equity release advising and arranging are covered up to a maximum limit of £85,000 for post 31st March 2019 failures.

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