

Key facts

MFS Independent Financial Advisers
235 The Broadway, Wimbledon, London, SW19 1SD
Tel: 020 8543 6244

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document has been designed by the FSA to be given to consumers considering buying certain financial products. Use this information to decide if our services are right for you.

2. Whose products do we offer?

- We offer products from the whole market.
- We only offer products from a limited number of companies.
- We only offer products from a single group of companies.

3. Which service will we provide you with?

- 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

4. What will you have to pay us for our services?

Before we provide you with advice, we will give you our Guide ‘**Details 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.

5. Who regulates us?

- MFS Independent Financial Advisers Ltd, 235 The Broadway Wimbledon SW19 1SD is authorised and regulated by the Financial Services Authority. Our FSA Register number is 135910.
- Our permitted business is **advising and arranging life insurance, pensions and investment 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:**

The Compliance Officer,
MFS Independent Financial Advisers,
235 The Broadway
Wimbledon
SW19 1SD.

By phone: 020 8543 6244

- 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.
 - Most types of investment business are covered for 100% of the first £30,000.00 and 90% of the next £20,000.00 so the maximum compensation is £48,000.00
 - Further information about compensation scheme arrangements is available from the FSCS.
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TCF OBJECTIVES STATEMENT

The Directors of MFS Independent Financial Advisers are committed to ensuring that the FSA principle of treating customers fairly (TCF) is applied in all areas of our day to day business activities.

In adopting the TCF principle we recognise that fair treatment of our customers is about adding value to the service we offer by aiming to:

- Protect the interest of our customers at all times.
- Meet as best we can the unique needs of each customer by offering a transparent, efficient and professional service.

In practical terms for the different areas of our business this means:

- Ensuring that promotional material is clear, compliant and appropriately targeted.
- Ensuring that sales staff have thorough training on all Products they advise on or sell, understand who they are and are not suitable for, and are encouraged to challenge Product Providers where they spot inconsistencies, ambiguities or potential unfairness in the Product Literature or product features.
- Operating sales remuneration systems which assure fairness to the customer as well as customer satisfaction, rather than only rewarding sales volumes.
- Finding ways to encourage non sales staff to implement TCF in their day to day business activities.
- Keeping detailed records of customer instructions and profile/attitude to risk, and of the advice and options given before, during and after a sale – to help ensure we treat customers fairly and can deal with any complaints that may arise swiftly and fairly.
- Encouraging after sales contact with clients where appropriate to correct or improve on the service already offered.
- Ensuring that customer complaints are assessed fairly, promptly and impartially, and in line with FSA deadlines and rules.
- Encouraging staff to recommend improvements to service.
- Ensuring that staff are kept up to date with relevant training in relation to competence, data protection and anti money laundering and other matters directly affecting the quality of service offered to customers.
- Periodically monitor and report on all of the above TCF activities in order to assess TCF performance across the business and recommend changes where appropriate.

CLIENT AGREEMENT

(ADDENDUM TO INITIAL DISCLOSURE DOCUMENT)

Thank you for choosing MFS for your financial arrangements. We have been active in the Financial Services industry for over 40 years and have mortgage consultants and financial advisers who are qualified experts in their field.

Categorisation

We are required to categorise our clients under FSA rules. You fall into the “Retail Client” category which affords the highest degree of protection under these rules.

Duty of Privacy / Data Protection

We will treat all your personal information as private and confidential (even when you are no longer a customer) except where we are permitted to disclose by law, where it is required by a regulator, or where the disclosure is made at your request or with your consent. Also you have a right of access under the Data Protection Act 1998 to your personal records held by us on our computer systems or on paper.

MFS does not handle clients’ money. We never accept a cheque made payable to us (unless it is a cheque in settlement of agreed fees, charges or disbursements) or handle cash.

Anti- Money Laundering Procedures: Checking Your Identity

Where we are required to verify your identity in accordance with FSA rules, no investment will be made until such verification has been obtained. If the required verification is not forthcoming within a reasonable period we will not arrange any investment for you.

Termination of Authority

You or we may terminate our authority on you behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated that will be completed according to this Client Agreement unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees that may be outstanding.

I/We confirm that I/We have read and fully understand the Key Facts Document “about Our Services”, our TCF Objectives Statement and consent to the above terms.

Client Signature(s): _____

Client Name: _____

Date: _____