



About our services

1. The Financial Conduct Authority (FCA)

The FCA 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 products from a single group of companies.

Insurance

- We offer products from a range of insurers for Term, Income Protection, Critical Illness and Private Medical Insurance.
 - We can only offer products from a limited number of insurers for Accident, Sickness and Unemployment insurance (ASU) and Buildings and Contents insurance. Ask us for a list of insurers we offer insurance from.
 - We only offer products from a single insurer.
-

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.

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for all non-investment insurance contracts.
- You will not receive advice or a recommendation from us.

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

Investment

- Before we provide you with advice, we will give you our client agreement which provides 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.

Insurance

- Before we provide you with advice, we will give you our client agreement which provides details about the cost of our services.
- No fee for all non-investment insurance products.

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

5. Who regulates us?

Innovate Financial Solutions Ltd of 21 Coggeshall Road, Braintree, Essex, CM7 9DB is authorised by the Financial Conduct Authority. Our FCA Registration number is 479621. Our permitted business is advising on and arranging investment and non-investment insurance contracts. You can check this on the FCA's Register by visiting the FCA website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

In writing: Write to Innovate Financial Solutions Ltd, 21 Coggeshall Road, Braintree, Essex, CM7 9DB.

By phone: Telephone 01621 854402.

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 up to a maximum limit of £50,000

Insurance

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

Deposits

Protection in respect of Deposit Accounts is limited to £85,000 per licensed deposit taker.

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