



## about our services

**Innovate Financial Solutions Ltd**

**5 Langford Bower Office Suite,  
Langford Hall, Langford, Maldon,  
Essex, CM9 4ST**

---

### 1. The Financial Services Authority (FSA)

The FSA 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.

#### Mortgages

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders.
- We 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 will provide basic advice on a limited range of stakeholder products. We will not conduct a full assessment of your needs or 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 all non-investment insurance contracts.
- You will not receive advice or a recommendation from us

#### Mortgages

- 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.
- 

---

### 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 contracts.

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

#### Mortgages

- No fee. We will be paid by commission from the lender.
- We reserve the right to charge a maximum fee of £350 at the outset and a further fee of no more than 1% of the loan amount when you receive your formal offer from the lender when you apply for a mortgage. We will also be paid commission from the lender.

## Refund of mortgage fees

If we charge you a fee, and your mortgage does not go ahead, you will receive;

- A full refund if the lender rejects your application.
- A refund of £ NIL if your application falls through.
- No refund if you decide not to proceed.

---

## 5. Who regulates us?

Innovate Financial Solutions Ltd of 5 Langford Bower Office Suite, Langford, Maldon, Essex, CM9 4ST is authorised and regulated by the Financial Services Authority. Our FSA Registration number is 479621. Our permitted business is advising on and arranging investment, non-investment insurance contracts and mortgages. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://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 Innovate Financial Solutions Ltd, 5 Langford Bower Office Suite, Langford Hall, Langford, Maldon, Essex, CM9 4ST.

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. The Financial Ombudsman Service does not consider complaints about home reversion schemes.

---

## 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.

### Mortgages

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

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

---