

# Disclosure about our Investment and Insurance services and costs

The Angel  
1 St Mary Street  
Monmouth  
NP25 3DB

**Celandine Limited**

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## 1. The Financial Conduct Authority (FCA)

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The FCA is the independent watchdog that regulates financial services. This document is designed to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

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## 2. Whose products do we offer?

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### Investment

- Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.
- Restricted advice – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.
- No advice - 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.

### Insurance

- We offer products from a range of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover.
- We only offer products from a limited number of insurers for non-investment insurance contracts.
- We can offer products from a single insurer for non-investment insurance contracts.  
We only offer our own products for non-investment insurance contracts.

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## 3. Which service will we provide you with?

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### Investment

- Independent advice – offer an Independent advice service. We will recommend investments based on a comprehensive and fair analysis of the market. We will place no restrictions on the Investment Markets we will consider before providing investment recommendations, unless you instruct us otherwise. We will however only make a recommendation when we know it is suitable for you.

Restricted advice – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.

No advice - 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.

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#### **Insurance**

We will provide you with advice on non investment protection products e.g. term assurance, income protection and critical illness from a range of insurers, which is based on a ‘fair and personal’ analysis of the market.

You will not receive advice or a recommendation from us for non-investment insurance contracts. 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.

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

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You will pay for our services on the basis of an adviser charge. This charge is based on a percentage of the amount you invest. We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

#### **The cost of our valued service proposition**

We provide you with an initial consultation at our own cost. This helps us to understand your financial objectives and will confirm how we can support you in working towards these. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you.

#### **Financial Review and Recommendation**

This can be a continuation from the initial discussion, where agreed, or a further appointment. This process covers the following:

- understanding your situation by gathering information about your existing financial arrangements and full personal circumstances;
- understanding of your investment knowledge and attitude and tolerance towards investment risk;
- recommendation of an asset allocation model that matches your investment risk profile and the subsequent assessment and suitability of any existing investments;
- analysis and design of your investment strategy
- presentation of your recommendation;

Our charge for this service is a fixed fee of £500 payable on provision of the suitability report containing our recommendations to you. This fee will be waived wholly or in part should you decide to implement any of our recommendations.

#### **Arranging and Setting up your Investment – Lump Sum Investments or Transfers**

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways:

- Facilitate and deal with all fund and contract administration on your behalf;
- Communicate regularly keeping you informed of progress;
- Provide you with all documentation ASAP in line with your expectations;

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- Provide you with confirmation of the actions taken on your behalf in writing.

### **Your Payment Options: Percentage Fee**

Our charge for this service is based on a percentage of the amount you invest and/or transfer. These charges are applied as follows but are subject to a minimum of £500. The percentage of our charge for investments is equal to 3% of the amount invested.

This payment can either be taken from your investment upon receipt by the provider or paid directly by you. Where we receive such a payment we will waive our 'financial review and recommendation' fee.

Example 1; if we arrange an investment on your behalf for £10,000 our implementation fee would be £300. As this is less than the 'financial review and recommendation' fee of £500 we would charge you £200 as the balance.

Example 2; if we arrange investments on your behalf totalling £100,000 our implementation fee would be £3000. As this exceeds the 'financial review and recommendation' fee no other charges would be applied and your financial review and recommendation fee of £500 would be refunded.

### **Arranging and Setting up your Investment– Regular Premium Investments**

Our charge for setting up a regular premium investment plan is £500 and we will issue an Invoice within 7 days of your investment plan going live. You can pay this under either of the two options listed below:

#### **Your Payment Options: Fixed Fee**

##### **Option 1**

You can pay this directly on receipt of the invoice. If you choose this option, payment must be made in full within 30 days of issue.

##### **Option 2**

You can pay the setting up fee through your policy. The payment will be deducted proportionally from each monthly contribution and it normally needs to be paid in full within the first 12 months of your plan. The deductions are limited to a maximum of 50% of each monthly contribution and any balance due at the end of the first year will be payable by the same monthly instalments until settled in full.

**Example 1;** if your monthly contribution is £20 our setting up fee will be collected by deducting £10 from each monthly contribution for the first 12 months. The total fee paid during this time will be £120. As this is less than the 'setting up' fee of £500, at the end of the first year the balance of £380 will be collected by the same monthly deductions until settled in full.

**Example 2;** if your monthly contribution is £200, the fee will be collected by deducting £41.67 from each monthly contribution for the first 12 months. The full 'setting up' fee of £500 will have been paid and therefore no further charges will be applied.

Should you decide to pay this charge through your policy and payments to the plan subsequently cease, we will calculate the total payments received to date and charge you the balance.

For example, if you invest £100pm, we will deduct £41.67 from each monthly contribution for the first 12 months. Should payments cease after month 6 (and £250 has been collected) the difference between this and 'setting up' fee of £500 would be charged i.e. £250.

#### **Your Payment Options: Hourly Rate**

Our charge for this service is of £150 per hour based on the amount of time it takes, we will provide you with an estimate of how many hours we expect this to take and we will not exceed this without checking with you first.

This payment can either be taken from your investment upon receipt by the provider or paid directly by you. Where we receive such a payment we will waive our 'financial review and recommendation' fee by the same amount.

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**Example 1;** if we arrange an investment on your behalf and the work took 5 hours then the fee would be £750. As this exceeds the ‘financial review and recommendation’ fee no other charges would be applied for.

**Example 2;** if we arrange an investment on your behalf and the work took 10 hours then the fee would be £1500. As this exceeds the ‘financial review and recommendation’ fee no other charges would be applied for

### **Arranging and Setting up your Investment– Regular Premium Investments**

Our charge for setting up a regular premium investment plan is £150 per hour subject to minimum fee of £500 and we will issue an Invoice within 7 days of your investment plan going live. You can pay this under either of the two options listed below:

#### **Your Payment Options: Hourly Rate**

##### **Option 1**

You can pay this directly on receipt of the invoice. If you choose this option, payment must be made in full within 30 days of issue.

##### **Option 2**

You can pay the setting up fee through your policy. The payment will be deducted proportionally from each monthly contribution and it normally needs to be paid in full within the first 12 months of your plan. The deductions are limited to a maximum of 50% of each monthly contribution and any balance due at the end of the first year will be payable by the same monthly instalments until settled in full.

**Example 1;** if your monthly contribution is £20 our setting up fee will be collected by deducting £10 from each monthly contribution for the first 12 months. The total fee paid during this time will be £120. As this is less than the ‘setting up’ fee of £500, at the end of the first year the balance of £380 will be collected by the same monthly deductions until settled in full.

**Example 2;** if your monthly contribution is £200, the fee will be collected by deducting £100 from each monthly contribution for the first 5 months. The full ‘setting up’ fee of £500 will have been paid and therefore no further charges will be applied.

Should you decide to pay this charge through your policy and payments to the plan subsequently cease, we will calculate the total payments received to date and charge you the balance.

#### **Ongoing Service and Reviews**

We will discuss the full range of our on-going valued service proposition during our initial consultation. These services include, but are not limited to, providing you with:

- structured reviews;
- an assessment of your circumstances and any changes to your plans that are needed;
- regular updates and information regarding your investments;
- a choice of differing levels of support depending on your needs;
- ongoing support with correspondence and administration issues.

#### **Your Payment Options**

Details of these different levels of services are contained in our Valued Service Proposition document. We will agree separately the level of on-going services at the time of, or prior to, making our recommendation(s) to you. Typically our costs range from 0.5% to 1% per annum and are based on the value of your investment(s) at each 12 month anniversary, and are paid pro-rata in arrears. Therefore, if the value of your investment(s) totalled £50,000 our yearly fees would range from £250 to £500. The amount you pay will fluctuate with the value of your investment; if your investment increases in value the amount you pay us will also increase and if your investment falls in value the amount you pay us will reduce. Any change to the level of services throughout this agreement will result in pro-rata charge being applied.

The charges listed above can be deducted from your investments or paid directly by you. You should note that when paid through the investments it may reduce your personal tax thresholds and/or exemption levels. Where this happens we will discuss it with you and confirm it in your suitability report.

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It should be noted that if you choose any of our ongoing management services they are subject to a minimum fee per annum.

Transactional only £Nil

Level 3 £500

Level 2 £750

Level 1 £1000

**Example 1;** if your investments are valued at £50,000 and you have selected Level 3 (0.5%) the ongoing management adviser charge we would receive is £250. As this is less than the minimum ongoing service fee we would charge you £250 as the balance.

**Example 2;** if your investments are valued at £120,000 and you have selected Level 2 (0.75%) the ongoing management adviser charge we would receive is £900. As this is equal to the minimum ongoing service fee no other charges would be applied.

Should you decide to cancel our agreement to provide on-going services you must provide written confirmation of your decision and we will cease your payments for these services within 7 business days and after collection of any due proportion of any period charges.

#### **Other benefits we may receive**

We advise on a range of products from a variety of firms; we may receive certain non-monetary benefits from these firms, which are used to enhance the quality of service we provide to you. Benefits we may receive include access to technical services, information technology support or the supply of product literature.

#### **Our General Insurance and Protection Services and Costs**

Similar to our investment services above, we will provide you with a personal and financial review prior to making our recommendation(s) to you.

It is important you know we act as an intermediary on behalf of you, the customer.

Should you accept our recommendation(s) we will arrange the implementation of this/these for you. The reasons for our recommendations will also be provided to you in a written report.

We may also receive commission from the product provider which we will make you aware of during our advice meetings. You will not be subject to VAT for this service.

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

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#### **5. Who regulates us?**

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**Celandine Limited** is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 531561.

Our permitted business is to provide investment advice and arrange life assurance, pensions, collective investments (e.g. unit trusts, investment trusts and OEICs), individual savings accounts, Mortgages and general insurance.

**(insert a short, plain language description of the business for which the firm has a permission which relates to the service it is providing)**

You can check this on the FCA's Register by visiting the FCA's website

<https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

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**6. What to do if you have a complaint**

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If you wish to register a complaint, please write to Celandine Limited, The Angel, 1 St Mary Street, Monmouth, NP25 3DB or telephone 01600 719195.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 023 4 567.

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**7. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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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 up to a maximum limit of £50,000, whereas insurance business is covered for 90% of the claim, without any upper limit.

## Privacy Terms and Disclosure

### 1. Data Protection

The information you have provided is subject to the General Data Protection Regulation (Regulation (EU) 2016/679). (GDPR)

By signing this document, you consent to us or any company associated with us, for example, product providers or platforms we use to provide you with our services, processing your personal data, both manually and by electronic means.

Your data will be used for the sole purpose of providing financial advice, administration and management.

“Processing” includes obtaining, recording or holding information or data, transferring it to other companies associated with us, such as product providers, the FCA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

In order to provide services to you we may be required to pass your personal information to parties located outside of the European Economic Area (EEA) in countries that do not have Data Protection Laws equivalent to those in the UK. Where this is the case we will take reasonable steps to ensure the privacy of your information.

The information provided may also contain sensitive personal data for the purposes of the Act, including information that relates to your physical or mental health or condition; the committing or alleged committing of any offence by you; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings.

If at any time, should you wish to withdraw consent, for us or any company associated with us, to processing your personal data or sensitive personal data, please contact The Data Protection Officer on 01600 719195 or email [annie@celandine.co.uk](mailto:annie@celandine.co.uk).

or in writing to:

Celandine Limited  
The Angel  
1 St Mary Street  
Monmouth  
NP25 3DB

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose associated with the service we will provide you. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary.

If we provide you with financial advice, your data will be kept in accordance with FCA regulatory expectations, which in some cases mean the duration could be indefinite.

Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data that is held by us.

You will **not** be charged for us supplying you with such data, however we do reserve the right to apply a 'reasonable fee' where requests are deemed excessive.

We will respond to your request as soon as possible and within the maximum time frame of one month.

## 2. Data Processing

We will ensure that we are accountable and are able to demonstrate that data processing only occurs within the following principles:

1. Your data will be lawfully and fairly processed in a transparent manner.
2. Your data is collected on the grounds of explicit and legitimate purposes only.
3. We will only ask for your data when necessary, explain if data will be shared and how long it will be kept.
4. Your data will be accurate, kept up to date and erased, without delay, should your data no longer be required for the purposes to be processed.
5. Your data will only be retained for as long as is necessary.
6. Your data will be secure.

## 3. Rights of the client

The points below clearly set out the rights each client is entitled to. Please ask us for an explanation of each, should you wish to have more information.

1. The right to be informed.
2. The right of access
3. The right to rectification.
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object.
8. Rights to automated decision and profiling.

## 4. Right to complain

In rare occasions where you believe your data has been wrongfully processed, stored or handled, you have the right to raise a concern with the Information Commissioner's Office (ICO).

Details on how to do this can be found here: <https://ico.org.uk/for-the-public/raising-concerns/>

## 5. Communication and Marketing Preferences

Occasionally, we may send you marketing/promotional communications via email, telephone, SMS or the post. Recipients will be carefully selected, and information will only be sent where we feel it to be appropriate.

Please indicate **YES** or **NO** in the box below:

I wish to opt <b>IN</b> to receiving communications or marketing material.	
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If you consent to us Celandine Limited contacting you for this purpose please tick to say how you would like us to contact you:

Post

Email

Text message (SMS)

Telephone

**True Potential Investments (TPI)** may also send you marketing/promotional communications via email, telephone, SMS or the post.

If you consent to TPI contacting you for this purpose please tick to say how you would like them to contact you:

Post

Email

Text message (SMS)

Telephone

**\*Delete below if not applicable\***

Should you wish to notify us electronically, please use your personal client site and amend your preferences accordingly.

I hereby give consent to (Firm Name) for my personal data to be processed in accordance with the General Data Protection Regulations (GDPR) and in relation to the purposes described in Section 1 of this document.

Client Name:	
Signed:	
Date:	

Client Name:	
Signed:	
Date:	