

# keyfacts

## about our services and costs

1st May 2015

Pilling & Co  
Stockbrokers Ltd

Henry Pilling House  
29 Booth Street  
Manchester  
M2 4AF

### 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA 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.

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

- |                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/>            | 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.   |
| <input checked="" type="checkbox"/> | Restricted advice - We will advise and make a recommendation for you after we have assessed your needs We offer advice on limited types of products. You may ask us for a list of the products we offer.                                  |
| <input type="checkbox"/>            | 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. |

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

You will pay for our services on the basis of a fee and / or commission. We will discuss your payment options with you and answer any questions you have. We will not charge you anything until you have agreed how we are to be paid.

**Advised Services.** Typical charges are a standard dealing commission of 1.65% of the consideration for each purchase or sale up to £10,000, any value over £10,000 is charged at 0.5% and values over £100,000 at 0.4%. There is a £10 minimum charge.

For instance a purchase at a consideration of £12,000 would be:	£10,000 x 1.65%	£165.00
	£2,000 x 0.50%	£ 10.00
	Total	<u>£175.00 (no VAT)</u>

Our Investment Management Service also carries an annual fee of 0.75% plus VAT of the value of your managed investments (0.5% on values over £250,000) calculated at two agreed times in the year.

For instance if we manage a portfolio worth £350,000 that increased in value by 5% to £367,500 in a six month period you would pay:

(for illustrative purposes only)

At the first agreed date:	$£250,000 \times 0.375\% = £937.50$	Six months later:	$£250,000 \times 0.375\% = £937.50$
	$£100,000 \times 0.25\% = £250.00$		$£117,500 \times 0.25\% = £293.75$
	+ VAT at 20% = £237.50		+ VAT at 20% = £246.25
	Total = £1425		Total = £1477.50

(dealing and other administrative charges may apply. Please see our full charges list, available on our website, for details)

#### 4. Payment Options:

All payments owed to the firm must be paid for in a single payment.

Dealing Commission: This is added on to the fund costs and becomes part of the total purchase costs  
For sales it is deducted from the sale proceeds.

Annual Management Fee: Will be deducted from the managed account but can be paid in from external funds if required, such as by bank transfer or by sending us a cheque.

#### 5. Who regulates us?

Pilling & Co of Henry Pilling House, 29 Booth Street, Manchester, M2 4AF is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA register number is 651124. Our permitted business is stockbroking.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA 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 at:** Pilling & Co. Henry Pilling House, 29 Booth Street, Manchester. M2 4AF. **By phone:** 0161 832 6581

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 up to a maximum of £50,000.

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