

About our Equity Release Services

PJG Financial Services Limited

PJG Financial Services Limited of 28 St Michael's Road,
Headingley, Leeds, LS6 3AW who can be contacted on:
Tel: (0113) 239 9500
Fax: (0113) 239 9501 e-mail: pat.gilligan@pjgfs.com

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?

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

3. Which service will we provide you with?

- We will advise and make a recommendation for you on equity release products 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 equity release products that we will provide details on. You will then need to make your own choice about how to proceed.

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

- No fee. We will be paid by commission from the provider
- The 1st meeting is at our expense. At this meeting we will confirm our services, how we are paid, complete a client fact find and identify your needs and objectives.
- Our Equity Release Review and recommendation will require a 2nd meeting. Subsequent to that we will complete our research and provide you with our recommendation. Our fee for this is up to £500.
- If you decide to proceed with our recommendation, our final fees are payable on production of a mortgage offer. This fee is charged at up to 3% of the loan amount (subject to a minimum of £1,500). We will offset against this fee any commission we receive from the mortgage lender. For example, on a mortgage of £75,000 our fee would be £2,250 less the typical commission of say 1.3% (£975), leaving a net fee payable by the client of £1275.00.

You will receive a key facts illustration when considering a particular equity release product, which will tell you about any fees relating to it.

5. Refund of fees

If we charge you a fee, and your equity release does not go ahead, you will receive:

- A full refund if we cannot obtain a mortgage for you
- No refund if you decide not to proceed.

6. Who regulates us?

PJG Financial Services Ltd is authorised and regulated by the Financial Conduct Authority. The Financial Conduct Authority (FCA) regulates the financial services industry in the UK and their address is Financial Conduct Authority 12 Endeavour Square London E20 1JN

Our permitted business is advising on and arranging Investments, Pensions, Non Investment Insurance, Mortgages and Home Reversion

You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0845 606 1234. Our Financial Services Register number is 400658

7. What to do if you have a complaint

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

...in writing Write to: The Complaints Manager, PJG Financial Services Ltd, 28 St. Michael's Road, Headingley, Leeds LS6 3AW

... by phone Tel: (0113) 239 9500

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

8. 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.

Equity release advising and arranging is covered up to a maximum limit of £85,000

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

Message from the Financial Conduct Authority.

Think carefully about this information before deciding whether you want to go ahead.

If you are at all unsure about which equity release transaction is right for you, you should ask your adviser to make a recommendation.