



PROTECTION & INVESTMENT LTD
1a Rookery Farm
Ramsdean
Petersfield
GU32 1RU

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 non-investment personal and household insurance contracts.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

Mortgages

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

We will provide basic advice on a limited range of stakeholder products and in order to do this we will ask some questions about your income, savings and other circumstances but we will not:
 - Conduct a full assessment of your needs;
 - Offer advice on whether a non-stakeholder product may be more suitable
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Insurance

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

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. 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.

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

Investment

- Before we provide you with advice, we will give you our keyfacts guide '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

- No fee for arranging non-investment personal and household insurance contracts.
- A fee for arranging non-investment personal and household 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 company.
- A fee of £....payable when the mortgage is completed. Commission we receive from the company can be deducted from this figure.

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

5. Who regulates us?

Protection & Investment Ltd, 1a Rookery Farm, Ramsdean, Petersfield, GU32 1RU is authorised and regulated by the Financial Services Authority. Our FSA Register number is 222993.

Our permitted business is advising on and arranging investments, non-investment contracts of insurance and regulated mortgage contracts.

You can check this on the FSA's Register by visiting the FSA's website 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 the Compliance Manager, Protection & Investment Ltd, 1a Rookery Farm, Ramsdean, Petersfield, GU32 1RU

By phone: Telephone 01730 823388

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.

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 for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

Insurance

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

Mortgages

Mortgage and equity release advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

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

Message from the Financial Services Authority

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

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

TERMS OF BUSINESS

1. Commencement date

This Terms of Business comes into effect on the date you receive it from us.

2. Our Company (referred to as 'we' or 'us' in this document).

We are bound by the rules of and are authorised and regulated by the Financial Services Authority (FSA)

3. How we act for you

We prefer our clients to give us instructions in writing to avoid possible disputes. We will, however, accept oral instructions. Any advice we give you will normally be in writing, but if given orally will be recorded on your file. Where any recommendation we make, or transaction we undertake for you, results in a right to cancel the policy under certain conditions, we will advise you of these rights. We will also tell you if you do not have a right to cancel the arrangement.

When we arrange investments, pensions, insurance policies or mortgages for you we will register these in your name unless otherwise agreed in writing. Additionally, we will ensure you receive either a contract note, documents of title, or certificates evidencing title. All such paperwork will be forwarded to you by post as soon as possible after we receive them. Where a number of documents relating to a series of transactions are involved; the documents will normally be retained until the series is completed.

4. Investment Risk

All investments carry a degree of financial risk, which will tend to increase in proportion to the potential rate of return on the investments. Any product, which is directly or indirectly invested in assets, which may fall in value (for example equities), may itself fall in value along with any decrease in value of those assets. Before entering into any investment agreement, you must ensure that you understand the risk associated with the product and are content to accept that level of risk.

5. We do not handle client monies.

Crossed cheques for premiums or investment monies can only be made payable directly to the product provider. No premiums or investment monies of any kind should be paid or made payable to anyone else.

6. Data Protection & Records

Collection of Data

We collect your data during our fact-find into your circumstances. With your consent we may collect your data from Institutions with whom you currently have contracts and insurance policies, from your employer and professional advisers. We may obtain data from credit reference agencies.

Use of Data

Your information will be held on computer-based databases and in paper files. We use the data primarily to provide you with financial services advice and complete transactions on your behalf. We analyse and assess your data to maintain and develop our relationships with you. Use of your data includes financial risk assessment, money laundering checks, compliance and regulatory reporting and fraud prevention. We use your data to help us prepare proposals for you to enter into transactions and insurance proposals and, in some circumstances, members of your family and others connected with these transactions, insurance proposals and claims. Your data will be kept for a minimum of six years in compliance with our financial services responsibilities.

Transfer of your data

We will only pass your data to institutions (with the aim of entering into and servicing transactions), our regulators, auditors and our professional Advisers. Third parties may transfer your data outside the European Economic Area: if they do so, they will take appropriate steps to ensure the same level of protection for your personal data as would be available in the European Economic Area.

Access to your records

You have the right upon payment of a fee to obtain a copy of the personal data that we hold. If you believe that any information is incorrect or incomplete you should contact us and, if the data is incomplete or incorrect, we will correct it promptly.

7. Contact

Once we have acted upon your instructions we will not normally give you further advice. However, we may review our record of your investments and policies periodically and write to you to suggest that we arrange a review meeting. We will, however, be pleased to advise you at any time should you require further assistance. We like to keep our customers informed of products and services we offer which may be of interest to them; therefore, from time to time we may forward marketing material to you.

8. How can you, or we, terminate this agreement?

You, or we, may terminate our authority to act on your behalf at any time without penalty. Notice of this termination must be given in writing. It will be deemed to be received 2 business days after being posted. Any business currently being completed will be completed unless we receive your instructions to the contrary. Any fees outstanding at the date of termination will be due within four weeks of the termination date.

9. Law

These Terms of Business are governed and shall be construed in accordance with English law and the parties shall submit to the jurisdiction of the English Courts.

Client name & signature _____

Date _____

Client name & signature _____

Date _____

One signed copy to be retained by the Client(s). One signed copy to be retained by the firm.