

# keyfacts

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## about our services and costs (Pensions & Investments)



**Apollo Pension & Investment Advisers**  
**Chartered Financial Planners**

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### 1. Who are we and what do we do?

Apollo Pension & Investment Advisers are Chartered Independent Financial Advisers who are authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent regulator of financial services in the United Kingdom. Apollo Pension & Investment Advisers is entered on the Financial Services Register ([www.fca.org.uk/register](http://www.fca.org.uk/register)) under reference 470611.

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.

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### 2. What can we do for you?

Our mainstream service is to act on your behalf for the purpose of arranging and advising on the following:

- Investments & Pensions, for example an ISA or Personal Pension Plan;
- Personal & Family Protection, for example a Life Assurance or Critical Illness Plan;
- Mortgages, including Buy-to Let;
- Releasing equity from your home (Equity Release);
- General Insurance, for example Buildings, Contents or Private Medical.

For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs and objectives to determine if these services are suitable for you. We will then undertake research in order to provide a personal recommendation(s) and related information relevant to your individual circumstances. If, after due consideration you would like to accept any or all of our recommendation(s), we will then implement them and arrange any products and/or related services on your behalf.

Once your financial plans are in place it is important to keep them under review. Subject to the type of services you require from us, we can continue to act on your behalf through one of our service packages. Alternatively, for those who prefer a more transactional or ad-hoc 'pay as you go' service, we are also happy to provide our services as and when you need them. Ultimately, whichever type or level of service you require from us we will act in your best interests at all times.

**Further details about these and other related services we provide are contained in the pages below. This also confirms the typical cost and how you can pay us for them.**

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### IMPORTANT INFORMATION

Before you consider our services in more detail we would like to draw your attention to the following important information:

When we have discussed and agreed with you the services that we are to provide we will confirm this to you in a Client Agreement. This will describe the scope and specific services to be provided, including any on-going services, the cost and how it can be paid for. It will also confirm how we use and store personal information that we collect from you in the course of providing our services. A copy of our standard Client Agreement is available on request.

From time to time it may be necessary for us to collect personal information from you, prior to concluding a written Client Agreement, to assess whether we are able to meet your needs. In this event we will clearly identify the data to be collected and will use it only for the purpose of assessing our ability to provide services to you.

Under the terms of Financial Conduct Authority (FCA) regulations we will classify you as a retail client for investment and pensions business. As a retail client you have the right to request re-classification as an elective professional client. This may be generally or in respect of a particular service, type of transaction or product, and is subject to the following:

- All requests for re-classification must be made in writing;
- We will consider such requests on a case by case basis against the criteria set out in FCA rules.
- We will confirm the scope of any re-categorisation along with the consumer protections you will lose as a result.
- You must keep us informed of any change to your circumstances that could affect your classification

We will not advise you if you are experiencing difficulties managing debts. Free help and advice about managing your debts is available by contacting the Money Advice Service via its website; [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

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## **INFORMATION ABOUT OUR INVESTMENT & PENSION SERVICES**

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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.

We offer a range of services to help you meet your investment and retirement objectives. We provide independent advice which means that our recommendations to you will be based on the following selection criteria:

1. We will determine which, if any, of the following types of investment or pension products are capable of meeting your needs, along with any associated 'tax wrappers' available (e.g. an ISA):
  - Open Ended Investment Company Funds (OEICs) including Exchange Traded Funds (ETFs), Unit Trusts and Investment Trusts;
  - Personal Pensions, Stakeholder Pensions, Self-Invested Personal Pensions (SIPPs) and Annuities;
  - Insurance Based Investments, including Capital Investment Bonds and Endowments;
  - Structured Capital at Risk Products (SCARPS) and Structured Deposits;
  - Certain Specialist Investments suitable for retail clients, including Venture Capital Trust (VCT) Investments and Enterprise Investment Schemes.
2. We will then consider a broad range of different providers of these products from a fully researched panel that is representative of the whole of the market available to financial advisers and which we review on a regular basis using factors such as the risks, costs, complexity and their competitiveness in the market place.

### **Related Service Providers**

Subject to your individual needs and objectives, we may also recommend that you hold and trade your investments and/or pensions in one place via a Platform Service. We may also recommend that some or all of your investments and/or pensions are managed by a Discretionary Investment Management Service (DIMS).

We will consider a broad range of these service providers from a fully researched panel that is representative of the whole of the market and which is also reviewed on a regular basis as described above.

We may recommend products or services related to your investment and pension needs which are not regulated by the Financial Conduct Authority. For example, cash deposits, National Savings & Investment Products (NS & I), or Inheritance Tax Planning (IHT).

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

We offer a range of services to help you meet your personal and financial objectives. The amount we charge and the basis of the payment will depend on the service you choose and your individual circumstances.

We will discuss your payment options with you and answer any questions you have. Our fees will be agreed with you in writing before we carry out any chargeable work.

We will tell you if you have to pay VAT on the cost of our service.

It is possible that other costs, including taxes (e.g. stamp duty) related to the business we arrange, may arise. These costs will not be paid by our firm but borne by you.

A description of our services, associated costs and payment terms, is provided below.

#### **Advised Services – The cost of our services**

Our typical fees for advice and arranging investments on your behalf are set out in the table below.

There is an additional charge for any ongoing work, such as periodic or ongoing reviews, we carry out on your behalf. We will confirm the rate, frequency, and length of this ongoing service before beginning any ongoing servicing work for you. You can cancel our ongoing services at any time.

<b><u>Service</u></b>	<b><u>Review of current Pensions or Investments</u></b>	<b><u>Ongoing charge for periodic Reviews and servicing work</u></b>
<b>Initial consultation by phone, email or in person</b>	<b>No charge. Maximum 1 hour. We will discuss your requirements and how we can assist you.</b>	<b>N/A</b>
<b>Review of your current pension or investment arrangements only</b>	<ul style="list-style-type: none"> <li>• <b>£500 Fixed Fee*</b></li> <li>• <b>Additional Pensions/Investments are charged at £100 per plan</b></li> </ul> <p>For example if you have 3 Pensions/Investments our Adviser Charge would Be £700.</p> <p><small>* For Final Salary &amp; Defined Benefit Transfers &amp; Complex Investments our charges may be different.</small></p>	<b>N/A</b>
<b><u>Advising &amp; Arranging Pensions &amp; Annuities</u></b>		
<b><u>Income Drawdown</u></b> <b><u>Pension Consolidation</u></b> <b><u>SIPPS (Self Invested Personal Pensions)</u></b>	<p><b>Value of amount invested</b></p> <ul style="list-style-type: none"> <li>• <b>1% - 1.5% Fixed Fee*</b></li> </ul> <p>For example if you invest £100,000 from one pension source our Initial Adviser Charge would be £1000.</p> <p><small>*Minimum Charge. For Multiple Pension Pots (Consolidation), Final Salary &amp; Defined Benefit Transfers our charges may be different.</small></p>	<p><b>0.5% of fund value per annum.</b></p> <p>For example , if your investment is worth £100,000 our Adviser Charge would be £500 per annum which can be deducted from your fund if required.</p>
<b><u>Regular monthly investing</u></b>	<ul style="list-style-type: none"> <li>• <b>£500 Fixed Fee</b></li> </ul>	<p><b>0.5% of fund value per annum.</b></p> <p>For example , if your investment is worth £100,000 our Adviser Charge would be £500 per annum which can be deducted from your fund if required.</p>
<b><u>Guaranteed Annuities</u></b>	<p><b>Value of amount invested</b></p> <ul style="list-style-type: none"> <li>• <b>1% - 1.25% of the amount used to buy the Annuity*</b></li> </ul> <p>For example if you invest £100,000 from one pension source our Initial Adviser Charge would be £1000.</p> <p><small>*Minimum Charge. For Multiple Pension Pots (Consolidation), Enhanced Annuities Final Salary &amp; Defined Transfers our charges may be different.</small></p>	<b>N/A</b>

<u>Impaired Life or Flexible Annuities</u>	<p><b>Value of amount invested</b></p> <ul style="list-style-type: none"> <li>1.5% - 2% of the amount used to buy the Annuity*</li> </ul> <p>For example if you invest £100,000 from one pension source our Initial Adviser Charge would be £1500.</p> <p><small>*For Multiple Pension Pots (Consolidation), Final Salary &amp; Defined Benefit Transfers our charges may be different</small></p>	<p>N/A</p>
<p><b><u>Advising &amp; Arranging Investments &amp; Regular Savings</u></b></p>		
<u>Investing a lump sum</u>	<p><b>Value of amount invested</b></p> <ul style="list-style-type: none"> <li>1% - 1.5% Fixed Fee*</li> </ul> <p>For example if you invest £100,000 our Initial Adviser Charge would be £1000.</p> <p><small>Should you require advice about disinvesting or surrendering from one product in order to invest within a new product then our charges may be different.</small></p>	<p><b>0.5% of fund value per annum.</b></p> <p>For example , if your investment is worth £100,000 our Adviser Charge would be £500 per annum which can be deducted from your fund if required.</p>
<u>Regular monthly investing</u>	<ul style="list-style-type: none"> <li>£500 Fixed Fee</li> </ul>	<p><b>0.5% of fund value per annum.</b></p> <p>For example , if your investment is worth £100,000 our Adviser Charge would be £500 per annum which can be deducted from your fund if required.</p>
<p><b><u>General Financial Planning &amp; Advice</u></b></p>		
<p>For holistic, independent financial planning advice we charge an hourly rate of £175. We will always give you an estimate of costs before we start work and get your permission to continue the work if we become aware of any reason why the costs is likely to exceed the estimate provided.</p>		

### **Your payment options:**

#### **Settling your adviser charge in a single payment**

We accept direct payment by cheque or bank transfer. We do not accept cash or credit cards. We will tell you if it is possible to pay your adviser charge through a deduction from your investment.

#### **Settling your adviser charge by instalments**

If you invest a regular amount you can choose to pay your adviser charge by instalments. We will not provide you with any further services over the period the instalments are paid.

#### **Paying by instalments through your recommended product:**

If you invest a regular amount you can choose to have your adviser charge instalment deducted from the product.

Although you pay nothing to us up front, that does not mean that our service is free. You still pay us indirectly through deductions from the amount you pay into your product. These deductions will pay towards settling the adviser charge. These deductions will reduce the amount left for investment.

## **Example 1**

You decide to proceed with a recommendation to invest £300 per month into a suitable product. As stated above our typical charge for providing you with this service would be equivalent to 14% of the first year premium i.e. £500. You may settle your adviser charge in 3 equal interest free monthly instalments deducted from your first 3 monthly payments, with the balance being available for investment, as follows:

	Your payment	Adviser Charge	Investment amount
Month 1	£300	£166.66	£133.34
Month 2	£300	£166.66	£133.34
Month 3	£300	£166.66	£133.34
Month 4+	£300	N/A	£300

## **Example 2**

You decide to proceed with a recommendation to invest £100 per month into a suitable product. As stated above our typical charge for providing you with this service would be our minimum charge of £500. You may settle your adviser charge with an initial direct payment to us of £200 followed by 4 equal interest free monthly instalments deducted from your first 4 monthly payments, with the balance being available for investment, as follows:

	Your payment	Adviser Charge	Investment amount
Month 1	£100	£75	£25
Month 2	£100	£75	£25
Month 3	£100	£75	£25
Month 4	£100	£75	£25
Month 5+	£100	N/A	£100

## **Keeping up with your payments**

If you cancel your investment product before your adviser charge is paid, including cancellation within a statutory cooling off period, you will need to make alternative arrangements to pay our fee.

## **Paying by instalments via other arrangements**

You can choose to pay your adviser charge through instalments collected from your bank account by standing order. For example an Adviser Charge of £500 paid over three months would mean three instalments of £166.66 will be collected from your bank account. Standing Orders are normally collected on or around the 15<sup>th</sup> day of the month. We do not offer instalment plans that extend beyond a total of 4 payments.

## **Non Advised Services**

We will tell you how we get paid and the amount before we carry out any business for you.

## **Other benefits we may receive**

We advise on and arrange a range of products from a variety of firms; some of these firms provide us with training and access to software, which allows us to offer you a better service. Some of the costs of these benefits may be passed to you as part of the total charges you pay should you purchase a product provided by one of these firms. Further information regarding these arrangements is available on request.

We will tell you if we are entitled to receive trail commission when taking over servicing rights on your existing investments which were arranged by another firm. We will use these payments to offset against our fees for ongoing services.

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## **What to do if you have a complaint?**

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

**...in writing**            Chris Barker, Apollo Pension & Investment Advisers,  
Christchurch House, Beaufort Court,  
Sir Thomas Longley Rd,  
Rochester,  
Kent  
ME2 4FX

**...by phone**            01634 327300

**...by email**            chris.barker@apolloifa.co.uk

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

If your complaint is found to be either frivolous or vexatious by the Financial Ombudsman Service we may charge you a fee for any expenses incurred and work carried out in respect of the complaint.

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

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Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:

### **Investments**

Arranging and advising on most types of investment (e.g. an ISA) is covered up to a maximum limit of £50,000 per person per firm.

### **Long Term Insurance Contracts**

Arranging and advising on long term insurance contracts (e.g. a life insurance policy, personal pension or annuity) is covered for 100% of the claim without upper limit.

### **General Insurance Contracts**

Arranging and advising on compulsory classes of insurance (e.g. employers liability), professional indemnity insurance, and general insurance contracts that pay out on death or incapacity due to injury, sickness, or infirmity (e.g. an accident & sickness policy) is covered for 100% of the claim without upper limit.

Arranging and advising on other types of general insurance contracts (e.g. Building and Contents) is covered for 90% of the claim without upper limit.

### **Mortgages & Equity Release Products**

Arranging and advising on mortgages and equity release products is covered up to a maximum limit of £50,000 per person per firm.

Further information about the FSCS is available from their website: [www.fscs.org.uk](http://www.fscs.org.uk)