

Parkway Insurance Services

Independent Financial Advisers

699 Staniforth Road

Sheffield S9 4RE

Tel 0114 244 2233

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 payment protection and pure protection insurance.
 - We only offer products from a limited number of insurers for payment protection and pure protection insurance.
 - We only offer products from a single insurer for payment protection and pure protection insurance.

Mortgages

- ✓ We offer mortgages from the whole market.
 - We only offer mortgages from a limited number of lenders.
 - We only offer mortgages from a single lender.

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

Insurance

- ✓ We will advise and make a recommendation for you after we have assessed your needs for payment protection or pure protection insurance.
 - You will not receive advice or a recommendation from us for payment protection or pure protection 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 “key facts” guide to the cost of our services.
We will tell you how much we get paid, and the amount, before we carry out any business for you.

Insurance

A Fee.

- ✓ No fee for life and critical illness cover unless commission received is under £500.
You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Mortgages

No fee.

- ✓ A fee of 0.25% (£250 minimum) for organising the mortgage payable at the outset plus 0.25% (£250 minimum) of the loan amount payable upon completion of the mortgage eg £600 in total if your loan is £120000. We will also receive a procurement fee from the lender.

A fee of £1500 for organising the mortgage on application. We will refund any commission from the Lender.

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

Refund of Fees

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

- ✓ A full refund if the lender rejects your application.
- ✓ No refund if you decide not to proceed.

5 Who regulates us?

Parkway Insurance Services, 699 Staniforth Road, Sheffield, S9 4RE is authorised and regulated by the Financial Services Authority. Our FSA Register number is 131623.

Our permitted business is arranging and advising on mortgages, general insurance and investments.

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.

Home reversion schemes are not regulated by the FSA.

6 What to do if you have a complaint.

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

- ...in writing** Write to Mike Robertson, Compliance Officer, Parkway Insurance Services, 699 Staniforth Road, Sheffield, S9 4RE.
- ...by phone** Telephone 0114 244 2233

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. The Financial Ombudsman Service does not consider complaints about home reversion schemes.

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.

Investment

Most types of investment business are covered for 100% of £50000.

Insurance

Insurance advising and arranging is covered for 90% of the claim without any upper limit. For compulsory classes of insurance advising and arranging is covered for 100% of the claim without any upper limit.

Mortgages

Mortgage advising and arranging is covered for 100% of £50000. Home reversion schemes are not covered by the Financial Services Compensation scheme.

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