

Terms of business



To Customer name

Our details The Scottish Financial Independence Group

These terms of business give you information about how we offer you services. It is important that you understand this information. Please ask if you want us to explain anything in more detail.

Our commitment

We are a firm of financial advisers. We can give advice about a range of financial matters including investments, insurance and mortgages. We will provide the service that we agree with you. We will assess your needs and assess all the products available in the market before we recommend a product to you. When we give you advice about insurance, we call this 'fair analysis'. If we arrange an unsecured pension contract for you (so you can leave your pension fund invested but still take an income), we will regularly review this for the length of the plan. We will not normally give you any more advice about other investments, but we will be pleased to if you ask us.

What we expect from you

To make sure our advice stays appropriate, it is important that you tell us about your financial circumstances and if there are any changes that may affect these (for example, if you have changed your job). If we give you advice and recommendations that you accept and use, we would like to carry out 'follow-up reviews' so we can check your circumstances to make sure our advice is still suitable. It will still be your responsibility to arrange any follow-up reviews with us, unless we agree to give you an ongoing service.

Treating you fairly

We promise that we will do all of the following, no matter what service we are providing, whether you are an individual, institution or corporation.

- ✓ We will treat you as a retail customer for any investment business we arrange (this gives you the highest level of protection you can get).
- ✓ We will check with you what level of service you need and how you can pay us before we start any work.
- ✓ We will offer you the best advice we can to suit your needs, circumstances and budget.
- ✓ We will treat all the information you give us as private and confidential.
- ✓ We will avoid any conflict of interests in our dealings with you (please see the section below).
- ✓ We will confirm our advice and recommendations in writing.
- ✓ We will give you clear information and keep you up to date while we are providing our service to you.
- ✓ We will not try to stop you if you make a complaint.

How to contact us and Burns-Anderson PLC

You can contact us by phone, fax, e-mail or by writing to us.

	Our details	Burns-Anderson PLC's details
Phone:	0845 6441808	0117 927 6954
Fax:	0870 1206900	0117 925 4164
E-mail:	bruce.latto@scottishfinancial.co.uk	contact@burns-anderson.co.uk
Address:	The Scottish Financial Independence Group PO Box 205 Ellon AB41 6YG	Burns-Anderson PLC 27 Great George Street Bristol BS1 5QT
FSA registration number:	170676	126191

Who regulates us?

Many financial products and services are regulated by the Financial Services Authority (FSA), but some are not. We might give you advice about regulated or unregulated products. If we recommend a product to you that is not regulated by the FSA, we will give you full information about it before you continue with our recommendation.

In effect, we are regulated by the FSA because we have been appointed as a representative of Burns-Anderson PLC. Burns-Anderson PLC is a financial services business that specialises in supporting firms that give advice. It is responsible for the advice and services we provide about any activities regulated by the FSA. You can check Burns-Anderson PLC's details by visiting the FSA's website at www.fsa.gov.uk/register/ or by phoning the FSA on 0845 606 1234.

Conflicts of interests

Sometimes, we may have an interest in the business we are advising you on. If we find out that our interest in a matter clashes with yours, we will write and tell you immediately and ask for your permission to carry on with our service.

Your personal information

The FSA says we have to keep records of all our business transactions for at least six years. If you would like a copy of any of this information, please write to us. We, our adviser and Burns-Anderson PLC might use your personal information to help us meet your financial needs. For this reason we may give your information to other organisations, including credit reference agencies, unless you ask us not to. We may also give your information to other organisations if we have to by law. Sometimes we might contact you about products or services that we think you might be interested in. The Data Protection Act says that we and Burns-Anderson PLC are the data controllers which means that we are jointly responsible for the security of your personal information.

Your money and investments

We will not handle your money, apart from cheques which are made out to us or Burns-Anderson PLC to pay money you owe us for our services. All cheques for premiums or investments must be made out to the service providers or insurers. All policies will be registered in your name unless you have written to us and asked us not to do this. If we receive any documents that you should keep, we will send them to you as soon as we can.

Complaints

If you have a complaint about our advice or service, you can contact the Complaints Department at Burns-Anderson PLC. The Complaints Department will carry out a thorough investigation that is separate from the service we have given you. If you don't think the result of the investigation is fair, you may be able to pass it to the Financial Ombudsman Service to carry out another investigation into your complaint.

What protection do you have?

We will treat you as a retail customer for any investment business we arrange. This gives you the highest level of protection you can get. For products and advice regulated by the FSA, Burns-Anderson PLC is responsible for any compensation you may be entitled to. If Burns-Anderson PLC can't pay you any of the compensation you are entitled to, they are covered by the Financial Services Compensation Scheme (FSCS). The amount of compensation the FSCS will give you depends on the type of business and the circumstances of the claim, but the maximum compensation limits are shown below.

Investments: £48,000 for each person

100% of the first £30,000 and 90% of the next £20,000.

Mortgages: £48,000 for each person (for advice given or insurance arranged on or after 31 October 2004)

100% of the first £30,000 and 90% of the next £20,000.

Long-term insurance (for example, pensions and life assurance): unlimited

100% of the first £2000 plus 90% of the claim that is left over. There is no limit to the amount of compensation you could receive.

General insurance: unlimited (for advice given or insurance arranged on or after 14 January 2005)

100% of the first £2000 plus 90% of the claim that is left over. Compulsory insurance is protected in full. There is no limit to the amount of compensation you could receive.

Ending this agreement

Either you or we can cancel this agreement at any time by giving one month's notice in writing. If the agreement is cancelled, our commitment to you and what we expect from you ends.

Accepting our terms of business

Please sign this document to confirm that you have read, understood and accepted these terms of business and you want to use our services. If you have any questions about these terms of business, please do not hesitate to ask your adviser. These terms of business start from the date you accept them, and they continue until either you or we end our authority to act for you. English law applies to this agreement.

'I accept these terms of business and agree that you can keep and use my personal information in the ways you have described.'

Your signature:

Your signature:

Your printed name:

Your printed name:

Date:

For and on behalf of (this applies if these terms of business are being accepted by a trustee or power of attorney)

Printed name:

Printed name:

The Scottish Financial Independence Group is an appointed representative of Burns-Anderson PLC, which is authorised and regulated by the Financial Services Authority.

TOB v23a (Nov 07)