

About our services and costs

Platinum Financial Consulting (trading as Best Pension Annuity)

The Old School House, East End Road, Bradwell on Sea, Essex CM0 7PY

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is based on a layout designed by the FSA 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.

2. Whose products do we offer?

Pensions & Annuities



We offer products from the whole of the market.

3. Which service will we provide you with?

Pensions & Annuities

We offer two levels of service. You can choose which service you want

Service A (Default Service)

We will obtain information and quotes from the open market. We will identify the highest paying annuity for you, based on the requirements you give us, without giving you advice.



You have decided an annuity meets your needs and have selected the benefits you want. You will make any comparisons between our quotes and others you have received. We will not make a "personal recommendation" about suitability.

Service B

This is an advice and recommendation service limited to retirement planning.



We will advise you on the suitability of an annuity, or other retirement product based on your personal financial, family and lifestyle situation. We will also recommend what features and benefits you should select as well as the most suitable product provider.

We will then make a "personal recommendation" about the most appropriate product and its suitability.

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

Pensions & Annuities

Our aim is to provide you with the service you require without charging you a fee. Instead we will receive a commission from the provider.

However, if you prefer or if circumstances require, we are able to offer you a fee only option, or a combined fee and commission option. Please contact us for further details. In such cases, we will agree the fee with you in writing before beginning work on your behalf.



No fee we will receive commission from the provider.



A fee option is also available, if requested.

Not all firms charge for advice in the same way. We will discuss your payment options with you and answer any questions you have. We will not charge you anything until you have agreed how we are to be paid. We have listed below the options available to you.

If you select Service B above and DO NOT use us to arrange your retirement product (even if our advice is not to buy a product) an advice fee of £300 will be payable.

Paying by commission (through product charges). If you buy a financial product, we will normally receive commission on the sale from the product provider. Although you pay nothing up front, that does not mean our service is free. You still pay us indirectly through product charges. Product charges pay for the product provider's own costs and any commission. These charges reduce the amount left for investment. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower.

We will tell you how much the commission will be before you complete a transaction, but you may ask for this information earlier. The amount of commission we receive will vary depending on the amount of your annuity or pension fund and (sometimes) how long you keep the product, or your age.

For example: If your pension fund after taking tax free cash is £10,000 and this was used to buy an annuity, the maximum commission we could receive is 1.8% of the purchase amount (£180).

The commissions above are the absolute maximums we would receive and in the majority of cases we actually take less.

Paying by fee. If you choose a fee paying option, whether you buy a product or not, on completion of our work, you will pay us a fee for our service and advice, if any. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could reduce our fee; or reduce your product charges; or increase your investment amount; or refund the commission to you.

We will confirm the rate we will charge in writing before beginning work and we will tell you if you have to pay VAT. You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first.

Hourly Rate

We charge a flat rate of £100 per hour for annuity work. A typical case would take approximately 6 hours from start to finish. Your case may take shorter or longer than this. If you choose to pay by a fee, we will give you an estimate of time based on similar cases we have processed. If your case looks like taking longer than our estimate we will notify you of this. In all cases we will charge a minimum fee of £300.

5. Who regulates us?

Platinum Financial Consulting is authorised and regulated by the Financial Services Authority. FSA register number is 227014. **Platinum Financial Consulting** is permitted to advise on and arrange investments, non-investment insurance contracts and mortgages.

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 The Compliance Officer, Platinum Financial Consulting, The Old School House, East End Road, Bradwell on Sea, Essex CM0 7PY

....by phone 0845 83 87 811

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 (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.

Pensions & Annuities

The FSCS covers 90% of the claim without any upper limit.

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