

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?

Equity Release Products

- We offer equity release products (both lifetime mortgages and home reversions) from the whole market.
- We only offer equity release products from a limited number of companies.
- We only offer equity release products from a single company.

Insurance

- We offer products from a range of insurers for life cover, critical illness cover and permanent health insurance.
- We only offer products from a limited number of insurers.
- We only offer products from Paymentshield Limited for buildings & contents and mortgage payment protection insurance.

3 Which service will we provide you with?

Equity Release Products

- We will advise and make a recommendation for you on equity release products 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 equity release products that we will provide details on. You will then need to make your own choice about how to proceed.

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for life cover, critical illness cover, permanent health insurance, buildings & contents and mortgage payment protection.
- You will not receive advice or a recommendation from us for life cover, critical illness cover, permanent health insurance, buildings & contents and mortgage payment protection. 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?

Equity Release Products



A fee, typically between £0 and £599 payable on completion. In addition to this, we will receive commission from the lender unless you instruct us at outset to work solely on a fee basis. We offer a free consultation, after this consultation and before you proceed further we will confirm in writing how you will pay us for our service. This will either be by payment of a fee on completion, no fee as we receive commission from a lender or a combination of fee on completion and commission from a lender.



No fee.

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

Insurance



A fee.



No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5 Who regulates us?

Asset Retirement Solutions, 2 New Street, Pontnewydd, Cwmbran, NP44 1EE is authorised and regulated by the Financial Services Authority. Our FSA register number is 418144.

Our permitted business is advising on and arranging mortgages and non-investment insurance business. 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 6061234.

6 What do you do if you have a complaint?

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

Address:

Asset Retirement Solutions
2 New Street
Pontnewydd
Cwmbran
NP44 1EE

Telephone:

01633 870777

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.

Equity Release Products

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.

Insurance

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

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.