



Primavera Financial Partners



# Primavera Financial Partners LLP

## About our services and costs

13 High Street  
Wanstead  
London E11 2AA

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### 1 The Financial Conduct Authority (FCA)

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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 Whose products do we offer?

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#### 2 a) Investment

Please refer to section 3 of this document

#### 2 b) Insurance

We offer products from a range of insurers for all non-investment insurance products  
Ask us for a list of the insurers we offer insurance from.

#### 2 c) Mortgages

We offer products in the following 'relevant market':

- Regulated mortgage contracts that are used for a non-business purpose
- We are not limited in the range of mortgages we will consider for you and can offer you advice on both first and second charge loans mortgages (including deals you can only obtain by going direct to a lender).

Please note that, where you are increasing your mortgage borrowing although we do not (or are unable to) advise on the following finance options these may be available to you and be more appropriate:-

- An unsecured loan

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### 3 Which service will we provide you with?

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#### 3 a) Investment

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.

#### 3 b) Insurance

We will advise and make a recommendation for you after we have assessed your needs for term assurance, critical illness, income protection, private medical insurance, accident, sickness & unemployment, buildings and contents.

#### 3 c) Mortgages

We will advise and make a recommendation for you after we have assessed your needs.

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

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#### 4 a) Investment

You will pay for our services on the basis of an adviser charge.

We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

All fee amounts quoted below are exclusive of VAT, expenses and disbursements; these will be added to the invoice if applicable.

#### **Advised services**

For our advised services, you will pay us via an adviser charge.

##### **Initial advice service**

Our initial advice will be appropriate for you, based on your requirements and circumstances at that time. We will not ensure that any initial advice remains suitable for you at a later date, unless you select to receive ongoing services from us.

##### **Ongoing services**

In addition to our initial advice services, you could ask us to undertake further services on an ongoing basis. Details of any ongoing services that we offer are detailed later within this document.

Our typical adviser charges are noted below. The exact amount may be more or less than this, but will be specifically agreed with you based on the work you ask us to do for you.

We will confirm the actual adviser charges in writing within our separate 'Services & Payment Agreement', before providing our services to you.

If we do not agree a fixed adviser charge with you at outset, you may ask us for an estimate of how much in total we might charge for any service(s) provided. You may also ask us not to exceed a given amount without checking with you first.

### **The cost of our services**

Payment for initial advice services

**Initial Consultation** - Before we provide any services to you, we will gather information about your circumstances and needs. We will not make a charge for this.

After this we will charge you for the following:

**Detailed Analysis and Summary Report** – Depending on the depth, breadth and complexity of the situation and discussions this may range typically between £450 and £1500 (the cost to be offset against the fee detailed below.)

**Strategy Meeting – Recommendations** - A one-off fixed 'adviser charge' based on your specific needs and circumstances (typically this will be set as a percentage of the initial investment amount). The following examples are calculated based on our time, the complexity of the advice and the potential added value to you. Once agreed, the 'adviser charge' amount will not change, except where your needs or circumstances differ from our initial expectations.

£1 - £50,000	2-3%
£50,001 - £250,000	1-2%
£250,001 - £500,000	Up to 1%
£500,000+	Subject to negotiation

#### **Example:**

*If you invest a lump sum of £100,000 into a personal pension plan, the maximum charge for the 'adviser charge' would be 2% of the amount invested, which would mean an initial 'adviser charge' of £2,000. (£100,000 x 2% = £2,000).*

An 'adviser charge' based on a % of the regular premium amount as follows:

£1 - £100	4 % per month for a minimum of 120 months
£101 +	3 % per month for a minimum of 120 months

#### **Example:**

*If you contribute £100 a month into a personal pension plan, we would charge 4% of the premium payable for 120 months, which would mean a total initial 'adviser charge' of £480 (£100 x 4% x 120 months).*

We will tell you how much the initial 'adviser charge' will be before you complete an investment, but you may ask for this information earlier.

## **Payment for ongoing services**

There will be 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 any ongoing service(s) before commencing that ongoing service.

Ongoing services offered:

- Ongoing meetings
- Reporting
- Investment Management
- Contact
- Administration
- Professional services

More details on the services we offer will be provided separately.

Type of service: Twice yearly reviews

How much our ongoing charges might cost if based on a percentage of fund value:

Based on a fund value of £100,000, an ongoing charge of 0.5 % of this amount would mean that it would cost £500 per annum to provide an ongoing service ( $£100,000 \times 0.5 \% = £500$ )  
If the fund value increases over time, the ongoing charge then increases accordingly.

## **Your payment options**

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

Whether you buy a product or not, you will pay us an adviser charge for our advice and services which will become payable on completion of our work.

You will be required to settle the payment of your adviser charge on completion of our work within 28 business days. We accept cheques. We do not accept payment by cash. You will be provided with a receipt upon payment.

### **Information about other costs and associated charges**

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

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

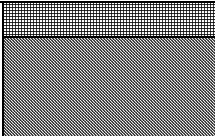
The option to pay by instalments is only available for the payment of the adviser charge on regular premium products. Payment by instalments does not relate to any ongoing charges payment which we may charge for providing an ongoing service.

## Paying by instalments through your recommended product

If you buy a financial product, you can choose to have your adviser charge deducted from the product through instalments. 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 could reduce the amount left for investment.

How your payment plan works:

Total monthly premium payable	£100
Total cost of advice	£480
Monthly payment for advice	£40
Length of repayment period	12 months

Monthly payment: £100 per premium Period: 12 months		→ Advice £40
		→ Invested: £60

If you choose to pay for the advice you receive through instalments, these instalments will be deducted from the premium you pay each month and allocated towards settling the adviser charge. For example, the total cost of advice is £480. You have been recommended a regular premium product of which £100 will be paid each month. £40 will be taken from this amount to pay off your adviser charge over 12 months. The remaining £60 will be invested during this time. At the end of this period the adviser charge would have been settled in full. From month 13 the full £100 will be invested.

## Keeping up with your payments

If you choose to pay for the advice you receive via instalments, the full amount of the adviser charge will need to be paid irrespective of whether:

- the recommended product(s) is /are cancelled before the full amount is paid; and/or
- you subsequently decide to transfer your business to another firm / financial adviser.

Any outstanding amounts, as at the date of cancelling the recommended product / transferring to another firm or adviser, will be due to be paid in full within 28 business days of the termination / transfer date. An invoice will be raised for the full outstanding amount.

## 'Non advised' services

### **The cost of our services**

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

### **Information about other costs and associated charges**

There may be other costs, including taxes, that are payable through other parties (such as the product provider) that we may not be party to. Such charges are normally disclosed in relevant third party documentation, for example a Key Features Document.

## 4 b) Insurance

No fee for advising on or arranging non-investment insurance contracts that we deal with. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

## 4 c) Mortgages

No fee, we will receive commission from the lender when your mortgage completes.

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

You also have the right to request an illustration / ESIS for any mortgage we offer.

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## 5 Who regulates us?

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Primavera Financial Partners LLP, 13 High Street, Wanstead, London, E11 2AA is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 459612

Our permitted business is advising on and arranging investments.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.gov.uk/register/home.do](http://www.fca.gov.uk/register/home.do) or by contacting the FCA on 0845 606 1234.

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## 6 What to do if you have a complaint

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

**...in writing:** Write to **Primavera Financial Partners LLP, 13 High Street, Wanstead, London, E11 2AA**

**...by phone:** Telephone **020 8532 9652**

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

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

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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.

## **7 a) Investment**

Most types of investment business are covered up to a maximum of £50,000.

## **7 b) Insurance**

### Long term insurance benefits (e.g. pensions and life assurance)

The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.

### General Insurance

General insurance advice and arranging is covered for 90% of the claim with no upper limit.

Protection is at 100% where claims arise in respect of compulsory insurance (e.g. employer's liability insurance), professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder.

Protection is at 90% where claims arise under other types of policy with no upper limit.

## **7 c) Mortgages**

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

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