



Guide to our Services and Costs

Pension Annuities Direct
17 Court Barton
Ilminster
Somerset TA19 0DU

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document has been 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.

2. Whose products do we offer?

- We offer products from the whole of the market.
- We only offer products from a limited number of companies
- Ask us for a list of the companies whose products we offer
- We only offer products from a single group of companies

3. Which service will we provide you with?

- We will advise and make recommendations 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 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.

If you do have any questions regarding the services we provide please call 0845 576 01 02



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

- Normally there is no fee to pay for the service as we receive commission from the provider you have chosen to proceed with. We will disclose this in writing to you before you proceed.
- On occasions we may charge a fee for the service we provide, we will notify you of any fees we intend to charge before you proceed.

5. Who regulates us?

Pension Annuities Direct Ltd is authorised and regulated by the Financial Conduct Authority, 25 The North Colonnade, Canary Wharf, London. E14 5HS and bound by its rules.

Our FCA Register number is 597100 and our permitted business is arranging pension annuities.

Registration can be check on the FCA Register by visiting the FCA website www.fca.gov.uk/register or by contacting the FCA 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: write to Client Relations, Pension Annuities Direct, 17 Court Barton, Ilminster. Somerset, TA19 0DU

By Phone: Telephone 0845 576 01 02

By Email: email clientrelations@padfs.co.uk

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 and Protection arranging is covered for 100% of the claim with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS

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