

This combined initial disclosure document (CIDD) template deals with services in relation to *packaged products, non-investment insurance contracts and regulated mortgage contracts* (including *regulated lifetime mortgage contracts* and home reversion schemes). If the firm is only providing services in relation to two types of these products, the parts of the CIDD that are not relevant must be omitted.

Firms must omit the notes and square brackets that appear in the following CIDD. The CIDD must contain the 'keyfacts' logo, headings and text in the order shown and in accordance with the Notes. **[Note 1]**



about our services **[Note 2]**

[Insert firm's name] **[Note 3][Note 4]**

**[Note 5]** [Firm's address]

## 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? **[Note 6][Note 7]**

### Investment

- We offer products from the whole market. **[Note 6A]**
- We [can] **[Note 8]** only offer products from a limited number of companies.  
Ask us for a list of the companies and products we offer. **[Note 12]**
- We [can] **[Note 8]** only offer [a] product[s] from [a single group of companies] [name of single company]. **[Note 10(1)][Note 13]**
- [or] **[Note 10(2)]**  
We only offer our own products.  
Ask us for a list of the companies and products we offer. **[Note 12]**

### Insurance

- We offer products from a range of insurers [for] [list the types of non-investment insurance contracts].
- We [can] **[Note 8]** only offer products from a limited number of insurers [for] [list the types of non-investment insurance contracts].

Ask us for a list of the insurers we offer insurance from. **[Note 12]**

We [can] **[Note 8]** only offer [a] product[s] from [a single insurer] [name of single insurance undertaking] [for] [list the types of non-investment insurance contracts].

**[Note 9][Note 10(1)][Note 13]**

[or] **[Note 10(2)]**

We only offer our own products for [list the types of non-investment insurance contracts].

### **[Lifetime] Mortgages [and home reversion schemes] [Note 14]**

We offer mortgages from the whole market.

We [can] **[Note 8]** only offer mortgages from a limited number of lenders.

Ask us for a list of the lenders we offer mortgages from. **[Note 11]**

We [can] **[Note 8]** only offer [a limited range of the] [a] mortgage[s] from [a single lender] [name of single lender]. **[Note 10(1)][Note 13]**

[or] **[Note 10(2)]**

We only offer our own mortgages.

### **3. Which service will we provide you with? [Note 6]**

#### **Investment**

We will advise and make a recommendation 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 will 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

**[Note 6A]**

#### **Insurance**

We will advise and make a recommendation for you after we have assessed your needs [for] [list the types of non-investment insurance contracts].

You will not receive advice or a recommendation from us [for] [list the types of non-investment insurance contracts]. 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.

**[Lifetime] Mortgages [and home reversion schemes] [Note 14]**

- We will advise and make a recommendation 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 will provide details on. You will then need to make your own choice about how to proceed.

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

**Investment**

- Before we provide you with advice, we will give you our keyfacts guide 'about the cost of our services'. **[Note 15]**
- We will tell you how we get paid, and the amount, before we carry out any business for you.

**Insurance [Note 16]**

- A fee [of £ [ ] ] [for] [list the types of services provided for non-investment insurance contracts].
- No fee [for] [list the types of services provided for non-investment insurance contracts].

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

**[Lifetime] Mortgages [and home reversion schemes] [Note 14]**

- No fee. [We will be paid by commission from the [lender/company].] **[Note 17]**
- A fee of £[ ] payable at the outset and £[ ] payable when you apply for a [lifetime] mortgage [or home reversion scheme]. [We will also be paid commission from the [lender/company].] **[Note 17][Note 18]**

You will receive a key facts illustration when considering a particular [lifetime] mortgage, [or further information about a particular home reversion scheme] which will tell you about any fees relating to it. **[Note 14]**

**Refund of fees [Note 19][Note 14]**

If we charge you a fee, and your [lifetime] mortgage [or home reversion scheme] does not go ahead, you will receive: **[Note 20]**

- A full refund [if the [lender/company] rejects your application]. **[Note 21]**
  - A refund of £ [ ] [if your application falls through]. **[Note 21][Note 22]**
  - No refund [if you decide not to proceed]. **[Note 21]**
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**5. Who regulates us? [Note 23]**

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[Firm's name] [Firm's address] **[Note 24][Note 25]** is authorised and regulated by the Financial Services Authority. Our FSA Register number is [ ]. **[Note 26]**

Our permitted business is [ ]. **[Note 27]**

[or] **[Note 28]**

[Name of appointed representative] **[Note 3][Note 4]** is an appointed representative of [name of firm] [address of firm] **[Note 24][Note 25]** which is authorised and regulated by the Financial Services Authority. [Name of firm's] FSA Register number is [ ].

[Name of firm's] permitted business is [ ] **[Note 27]**

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

[Home reversion schemes are not regulated by the FSA.] **[Note 14]**

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**6. Loans and ownership [Note 29]**

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[B&C Investments plc owns 20% of our share capital.]

[London Union plc provides us with loan finance of £250,000 per year.]

[[Firm's name (or we)] have 20% of the voting rights in Royal Edinburgh.] **[Note 29][Note 30][Note 31][Note 32][Note 33][Note 34]**

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## 7. What to do if you have a complaint [Note 23]

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

In writing: Write to [firm's name], [firm's address].

By phone: Telephone [firm's telephone number]. **[Note 35]**

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. **[Note 36][Note 36A][Note 37]** [The Financial Ombudsman Service does not consider complaints about home reversion schemes.] **[Note 14]**

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## 8. Are we covered by the Financial Services Compensation Scheme (FSCS)? [Note 23] [Note 38][Note 38A]

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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.

### Investment

Most types of investment business are 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 any upper limit.

[or] **[Note 39][Note 39A]**

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

### [Lifetime] Mortgages [and home reversion schemes] [Note 14]

Mortgage 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. [Home reversion schemes are not covered by the Financial Services Compensation Scheme.] **[Note 14]**

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

### **[Note 40] 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 lifetime mortgage or home reversion scheme is right for you, you should ask your adviser to make a recommendation.**

**Please remember that home reversion schemes are not regulated by the FSA.**