



# Independent Advice

## About Advance Wealth

The most important part of your planning is the **COMMUNICATION** you receive from Advance Wealth.

We strive to stay in touch at least twice a year, often to let you know that everything is in good order so that you can feel reassured.

## We are fully committed to all our clients

We believe strongly that if you are looked after properly you will feel comfortable to stay with Advance Wealth for life. Staying with one adviser for life can only enhance your planning.

## We work hard to build your trust in our expertise

Our aim is to give our clients a trusted financial services organisation that truly listens with empathy and understands fully their needs. An organisation our clients feel they can lean on to ease their financial worries.

We are committed to a proactive approach and never take our clients loyalty for granted.

The most important value in Advance Wealth is respect – for our clients and for each other.



## Independent advice is not the only option available.

If you go to your high street bank you may be greeted by a financial adviser, but they could well be 'tied' to recommending and promoting the products of the bank, or a single insurance/investment company to which the bank has an allegiance. So why do we need independent advisers, and how can customers be sure they are getting a fair deal?

## The Financial Services Authority (FSA)

The FSA, to give it its shorter title is the government watchdog that regulates all financial and insurance firms – this ranges from the largest multinational bank, to the financial adviser operating as a sole trader. The FSA handbook of rules and guidance lays down the laws to which all Independent Financial Advisers must adhere, and the way they treat customers is governed by the 'Conduct of Business' (COBS) rules. The rules are freely available from the FSA's website– [www.fsa.gov.uk](http://www.fsa.gov.uk). **Please note by clicking on this link you will leave our website and enter into a third party website of which our firm is not responsible for the content.**

## How do I know the company I am dealing with is independent?

Independent advisers are able to select the most suitable product for customers from the whole of the market – that means they can potentially recommend any product from any company providing it suits the customer's needs and objectives. With such a wide choice of companies, investments and saving tools the customer can be reassured that they are not simply being provided with a standard recommendation – and are getting personalised advice.

To ensure you do get personal advice your financial adviser will collect certain details about you and your circumstances to enable him to correctly advise you. Remember to be as open and honest as you can, because the more information you provide, the more accurate the adviser can make his recommendations.

## Ask to see disclosure documents

All financial advisers have to provide their customers with the relevant important disclosure documents, detailing the following: information on services provided by the firm, how the firm is paid for the business it conducts, their complaints procedure, Data Protection and coverage under the Financial Services Compensation Scheme (FSCS). You can ask to see our disclosure documents at any time, simply contact us for these.

## For more information...

If you would like further information, or to set up a FREE initial no obligation appointment with one of our advisers, please call us on **08455 12 02 02**, contact us via email at **advice@advancewealth.co.uk**, or follow the link on our website **www.advancewealth.co.uk**



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name of GNC Ltd which is  
authorised and regulated by the  
Financial Services Authority

## What protection do I have?

Your adviser will always endeavour to do the very best for you. Whenever you deal with a financial adviser you will receive details on the complaints procedures offered by the firm. If you wish you can request a copy of these procedures at any time.

When the adviser is advising you on regulated products (including investments, insurance and some forms of mortgages) you have the protection of the Financial Ombudsman Service (FOS) and the Financial Services Compensation Scheme (FSCS).

### Financial Ombudsman Service offers protection

If you are unhappy about the advice or service you have received you should firstly contact the firm that provided the advice or service. This gives them the chance to put things right and/or to provide their own version of events. Should you remain dissatisfied you can refer your complaint to FOS who will investigate the complaint independently and make a ruling. FOS work with customers and financial advisers to resolve a complaint, and when they do have to make a ruling it is binding upon the firm.

### Financial Services Compensation Scheme offers protection if your adviser goes bust

If you try to submit a complaint to a firm and the firm is dissolved, or unable to meet its obligations, you may have recourse to the FSCS (Financial Services Compensation Scheme). This is a service funded by all the companies within the industry to protect customers where firms have closed or gone into liquidation.

## Anything else I should know?

Some financial advisers do give advice on products that are not regulated by FSA – such as general taxation and some Buy-to-Let mortgages. Your adviser will explain to you when you are receiving advice on an unregulated product. It is important you are happy with the advice as you do not have the added protection of FOS or FSCS when dealing with some unregulated products.