

4. What will you have to pay us for this service?

Investments

- Before we provide you with advice, we will give you our "Key facts" guide to the cost of our services.
- We will tell you how we get paid, and the amount, before we carry out any business for you.

Insurance

- A fee
- No fee for pure protection plans.

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

5. Who regulates us?

- Bateman Asset Management Ltd, 53 Smith Street, Warwick, Warwickshire. CV34 4HU is authorised and regulated by the Financial Services Authority. Our FSA Register number is 462900.
- Our permitted business is to advise on and arrange general insurance and investments.
- 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 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: Compliance Officer, Bateman Asset Management Ltd, 53 Smith Street, Warwick, Warwickshire. CV34 4HU.
- by phone Telephone: 01926 405883.

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.

Investments

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.

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

Bateman Asset Management Ltd

53, Smith Street, Warwick, Warwickshire. CV34 4HU.
Tel: 01926 405883

**1. The Financial Services Authority (FSA)**

The FSA is the independent watchdog that regulates financial services. This document has been designed by the FSA to be given to consumers considering buying certain financial products. Use this information to decide if our services are right for you.

2. Whose products do we offer?**Investments**

- We offer products from the whole market.
- We only offer products from a limited number of companies.
- We only offer products from a single group of companies.

Insurance

- We offer products from a range of insurers for pure protection plans.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

3. Which service will we provide you with?**Investments**

- 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

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for pure protection plans.
- You will not receive advice or a recommendation from us for pure protection plans. 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.