

keyfacts[®] about our services

John Roberts

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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?	
Insurance	
✓	We offer products from a range of insurers for Life, Critical Illness, Household, Payment Protection, Health.
	We only offer products from a limited number of insurers. Ask us for a list of the insurers we offer insurance from.
	We only offer products from a single insurer.
Mortgages	
✓	We offer mortgages from the whole market.
	We only offer mortgages from a limited number of lenders. Ask us for a list of the lenders we offer mortgages from.
	We only offer mortgages from a single lender.
3. Which service will we provide you with?	
Insurance	
	We will advise and make a recommendation for you after we have assessed your needs for Life, Critical Illness, Household, Payment Protection, Health.
✓	You will not receive advice or a recommendation from us for Life, Critical Illness, Household, Payment Protection, Health. 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.
Mortgages	
	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.

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

	A fee.
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✓	No Fee.
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You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Mortgages

	No fee - We will be paid by commission from the lender.
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	A fee of £295.00 payable on application. We will also be paid commission by the lender.
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	A fee of 1.00% of the loan amount payable on completion (For example on a loan amount of £100,000 you would be charged (£100,000 x 1.00%) which equates to £1,000.00). We will also be paid commission by the lender.
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✓	A fee of £295.00 payable on application and a completion fee of 1% of the advance upon Completion.. We will also be paid commission by the lender.
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You will receive a key facts illustration when considering a particular mortgage which will tell you about any fees relating to it.

Refund of fees

If we charge you a fee, and your mortgage does not go ahead, you will receive:

	A full refund.
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✓	No refund if you cancel the mortgage application..
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5. Who regulates us?

John Roberts is an appointed representative of Heron Way Associates Ltd, 25 Cranleigh Court Road, Yate, South Gloucestershire, BS37 5DQ, England, which is authorised and regulated by the Financial Services Authority. Heron Way Associates Ltd's FSA number is 488288.

Heron Way Associates Ltd's permitted business is advising on and arranging mortgages and non-investment insurance business.

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: Heron Way Associates Ltd, 25 Cranleigh Court Road, Yate, South Gloucestershire, BS37 5DQ
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...by phone	Telephone: 01454326892
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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.

Insurance

Insurance advising and arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim, without upper limit.

Mortgages

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.

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