



about our services and costs

Crystal Financial Consultants

**6th Floor
51 Moorgate
London
EC2R 6PB**

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. 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?

Investment

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

Insurance

- We offer products from a range of insurers

We can only offer products from a limited number of insurers for life assurance, critical illness cover, income protection, buildings and contents insurance and accident, sickness and unemployment insurance.
- Ask us for a list of insurers we offer insurance from.

Mortgages

- We offer mortgages from the whole market.
 - We only offer mortgages from a limited number of lenders.**
 - We only offer mortgages from a single lender.
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3. Which service will we provide you with?

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

Insurance

- 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.

Mortgages

- We will advise and make a recommendation for you on mortgages 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 mortgages 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?

Investment

You will pay for our services on the basis of commission. We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

Paying by commission (through product charges)

If you buy a financial product, Openwork will normally receive commission on the sale from the product provider, of which a proportion is paid to us. Although you pay nothing to us up front, that does not mean our service is free. You still pay us indirectly through product charges. Product charges pay for the product provider's own costs and any commission. These charges reduce the amount left for investment. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower.

The amount of commission Openwork receives will vary depending on the amount you invest and (sometimes) how long you invest or your age. For example:

- If you invest a lump sum of £10,000 in a collective investment (e.g. ISA, unit trust) the commission is up to 4.1% of the amount invested (£412.50) and 0.65% of the value of the fund (£65) every year. If you pay £100 a month rather than invest a lump sum, the commission is up to 4.9% of all payments (£4.88) and 0.5% of the value of the fund (roughly £3.00 in year 1 and £9.00 in year 2, and so on). The actual amount in later years will vary in line with your fund value.
- If you invest a lump sum of £10,000 in an investment bond the commission is up to 8.2% of the amount invested (£823.20) and 0.5% of the value of the fund (£50) every year (the actual amount in later years will vary in line with your fund value).
- If you invest a lump sum of £10,000 into an Octopus Venture Capital Trust (VCT) the commission is up to 4% of the amount invested (£400) and 0.5% of the value of the fund (£50) every year (the actual amount in later years will vary in line with your fund value).
- If you invest a lump sum of £50,000 in an Octopus Enterprise Investment Scheme (EIS) the commission is up to 2.5% of the amount invested (£1,250) and 0.5% of the value of the fund (£250) every year (the actual amount in later years will vary in line with your fund value).
- If you invest a lump sum of £50,000 in the Close Inheritance Tax Service the commission is 4.5% plus VAT of the amount invested (£2,250 plus VAT).
- If you invest a lump sum of £10,000 in a pension, including any income drawdown products, the commission is up to 4.7% of the amount invested (£470.40) and 0.5% of the value of the fund (£50) every year (the actual amount in later years will vary in line with your fund value).
- If you pay £100 a month into a pension (with a term of 25 years) the commission is up to £1,411.20 spread evenly over the first 25 months plus £30 per year from month 26.
- If you invest £10,000 in an annuity the commission is up to 3.5% of the amount invested (£350) and 0.5% of the value of the fund (£50) every year (the actual amount in later years will vary in line with your fund value).
- If you pay £100 a month towards a whole life policy the commission is up to £2,822.40 spread

evenly over the first 24 months plus £30 per year from month 25.

- We do not receive any commission on the sale of a SIPP, however we receive commission on any underlying investments we may recommend you hold within a SIPP, as detailed above.

We will tell you how much the commission will be before you complete an investment, but you may ask for this information earlier.

Some of the investment products we offer have access to the Omnis funds. These are owned by Omnis Investments Ltd., a company within the Openwork Group. This means that if you invest in any of these funds, Openwork will retain some profit from administering the fund after any charges. This is not an additional cost to you but will be paid out of the fund charges detailed in the relevant key features document.

None of the above includes payment for any ongoing services, e.g. periodic or ongoing reviews, unless otherwise agreed by us

Insurance

- A fee
 No fee

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.
 A fee. We may charge a fee of up to 1% of the loan amount, payable on application. For a loan of £100,000 this would equate to a fee of £1000. We will also be paid commission from the lender.

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 refund of 50% if you decide to pull out of the mortgage before completion
 A full refund if we are unable to find a suitable mortgage for you.

5. Who regulates us?

Crystal Financial Consultants is a trading name of Blueprint Financial Services Ltd which is an appointed representative of Openwork Limited, Tri Centre 3, New Bridge Square, Swindon, SN1 1HN, which is authorised and regulated by the Financial Services Authority. Openwork Limited's FSA Register number is 408285.

Openwork Limited's permitted business is advising on and arranging mortgages, general and pure protection insurance and life assurance, pensions and unit trust businesses.

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. Loans and ownership

Openwork Limited's ultimate parent company is Zurich Financial Services, which is incorporated in Switzerland.

Zurich Financial Services also owns Zurich Assurance, Zurich Insurance and Sterling ISA Managers Limited.

7. What to do if you have a complaint

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

...in writing: Write to Complaints Management Team, Openwork Limited, Tri Centre 3,
New Bridge Square, Swindon, SN1 1HN.

...by phone: Telephone 0870 608 2550.

Summary details of our internal complaint handling procedures are available on request from the Complaints Management Team.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

8. 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.

Investment

Most types of investment business are covered up to a maximum limit of £50,000.

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Mortgages

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

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

9. Terms of Business

Our dealings with you.

- **Acting in your interests**

If any material interest or conflict of interest should arise in business that we are arranging for you, we will let you know and ask for your consent before we carry out your instructions.

- **Investment advice and recommendations**

Any investment advice your adviser provides will be based on your personal objectives. We'll confirm these objectives, and the reasons for each recommendation your adviser makes, to you in writing once you've completed your application. This is called a 'Suitability Report'.

If you have asked for any restrictions on the types of investment or the markets you wish to invest in, these will be confirmed in the Suitability Report.

We will not routinely monitor the actual performance of any investment product we arrange for you. However, it's important that you regularly review your investment planning to ensure that it remains suitable for you and meets your objectives which may change with your circumstances and outlook. We will be happy to review your investment planning with you at any time upon request.

- **Communications**

We may communicate with you from time to time by various means (including mail, email and telephone), unless you ask us not to.

- **Execution policy**

The FSA requires investment advisers to take reasonable steps to obtain the best possible outcome for clients for certain financial instruments. In respect of the financial instruments we deal with, this applies to Collective Investment Schemes (CIS), such as unit trusts and Open Ended Investment Companies (OEICS), Venture Capital Trusts (VCT) and Enterprise Investment Schemes (EIS). Openwork deals exclusively with Sterling ISA Managers Ltd for CISs and Octopus for VCTs and EISs. All applications and instructions will therefore only be forwarded to the relevant product provider. We will review this policy on an annual basis to ensure it remains appropriate.

- **Your rights and client classification**

The FSA has some rules, which affect the rights you have as a client.

We classify all our individual clients as retail clients. As a retail client, you have rights under the Financial Ombudsman Service (as an 'eligible complainant') and the Financial Services Compensation Scheme (FSCS). These are set out in the previous sections - *What to do if you have a complaint* and *Are we covered by the Financial Services Compensation Scheme*.

There are other categories of client that don't have these rights. These are professional clients and eligible counterparties (for example, authorised and regulated financial services firms, larger corporate bodies, national governments and other state bodies, and banks).

If you'd like to know whether you would be classified as a professional client or an eligible counterparty, please write to our Compliance Officer, Openwork Limited, TriCentre 3, New Bridge Square, Swindon, SN1 1HN, or the Financial Ombudsman Service and FSCS.

These Terms of Business will apply from 13/10/2010 and will remain valid until further notice.

We reserve the right to change them or anything in them at any time. Either we or you can end them at any time, without penalty and this will not affect any outstanding transactions being carried out on your behalf.