

WELCOME TO TAYLOR LUCAS FINANCIAL SERVICES



PROTECT WHAT MATTERS

WHO ARE WE

We are **Insurance Specialists** solely focused on **Protection policies** such as Life Cover, Critical Illness, Whole of Life Cover & Income Protection. We are members of the largest Mortgage & Protection network in the UK and are an affiliate member of CI Expert, the UK's premier critical illness knowledge base.

WHAT DO WE DO

We conduct **comprehensive insurance reviews** and **analysis**, from assessing existing arrangements to creating new ones. With an in-house legal team, we also ensure our clients policies are **correctly structured** to avoid unnecessary administration and tax issues.



WHAT HAPPENS NEXT?

Your **Insurance Review** appointment has been booked. Let's have a look at what will happen next.



Your *Insurance Specialist* will call you at the agreed time to gather further details and discuss your needs. Look out for your SMS confirmation.



We'll send you a request to **complete a questionnaire** and **upload any existing insurance policy details**. This will speed up your appointment and enable your advisor to spend more time discussing the things that really matter!



Your quick quote illustration for Life Insurance+

About this document

This document tells you what cover and premiums we could offer you, based on the details we've been given.

You should read this document together with the policy summary. The summary lets you know the key features and risks of the Life Insurance+ policy.

You can find the full terms of the policy in the policy conditions.

Please remember the details quoted aren't guaranteed until we've received and assessed an application from you.

If we can offer you cover, we'll provide you with an acceptance offer. This will confirm the amount you'll pay for the cover you receive, based on your answers to the application questions.

About Life Insurance+

This policy pays out a lump sum, if you either die, or are diagnosed with or undergo surgery for a critical illness that meets our policy definition during the term of the policy and then survive for at least 10 days. We only cover the critical illnesses we define in our policy and no others.

Alternatively the policy will pay out if you are diagnosed with a terminal illness or a total permanent disability that meets our policy definition during the term of the policy.

We'll only pay the full cover amount once. This means that once we've accepted a claim for one life covered, all benefits for both lives will stop. The policy will then end.

When we've paid out the cover amount, the policy will end.

This policy has no cash-in value at any time.

Cover details

Life and critical illness cover for	John Doe and Jane Doe
Cover type	Decreasing
Cover amount	£175,000.00
This will reduce each month broadly in line with the amount outstanding on a repayment loan, with an interest rate of 8%.	
Policy term	30 years

Optional benefits included

• Upgraded critical illness benefit for	John Doe and Jane Doe
• Upgraded children's benefit	
• Total permanent disability for	John Doe and Jane Doe

Quote details

Quote reference
8990KZCHSF

Date prepared
21 January 2024

Life covered details

John Doe

Date of birth: 23 January 1985

Smoker status: Non-Smoker – classified as someone who has never smoked, used tobacco or nicotine, or who completely stopped more than five years ago

Domestic Electrician

Life covered details

Jane Doe

Date of birth: 1 December 1986

Smoker status: Non-Smoker – classified as someone who has never smoked, used tobacco or nicotine, or who completely stopped more than five years ago

Accounts Administrator/Assistant

Optional benefits included Continued

• Waiver of Premium for	John Doe and Jane Doe
Deferred period	6 months

How much will it cost?

Monthly premium	£131.77
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How your premium is made up

• Life and critical illness cover	£113.67
• Upgraded critical illness benefit for	
John Doe	£6.99
Jane Doe	£6.03
• Upgraded children's benefit	£3.39
• Total permanent disability	
John Doe	£0.61
Jane Doe	£0.54
• Waiver of Premium	
John Doe	£0.27
Jane Doe	£0.27

Total premiums payable over the term of the policy	£47,433.96
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This is how much you could pay if you keep the policy for its full term.

If you choose to change your policy in the future, the total premiums you pay may change.

***An example of an insurance policy summary page**



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WHAT WILL WE DISCUSS?

Having a look at this section will help you prepare for your meeting with your advisor.

If you have existing insurance arrangements, we will discuss them so we can understand the reasons why they were initially put in place.

We will ask you a set of questions that will help us identify and confirm any current shortfalls you have, which will direct us to a set of accurate options you can consider. Please have the following information prepared:

- **Your mortgage debt**
- **Your remaining mortgage term**
- **Your other debt such as personal loans**
- **Your income through employment or self-employment**
- **Your benefit income**
- **Your employer sick pay benefit**
- **Your household & lifestyle expenditure**



We will also need to understand your **current health situation** and discuss any medical conditions you have. Insurance providers base their costs on the status of our health & lifestyle.

Everything we discuss is Private & Confidential. [Click here](#) for our privacy policy.

OUR RESOURCES

We have access to **market leading platforms** and use **cutting edge technology** to analyse the terms & conditions of your existing arrangements and to **research the market** to assess if your cover can be improved.

We will also assess what you are spending to see if we can **save you some money**.

We are '**whole of market**' insurance brokers - whole of market brokers are professionals that search the entire financial marketplace for the best possible rates for their clients. As we are not tied to a specific insurance provider, we have no restrictions in our attempts to find you the best possible outcome.

Here are just some of the providers we have access to



FREQUENTLY ASKED QUESTIONS

1 How long will my insurance review take?

Your first appointment will take place on the telephone and will take approximately 30-45 minutes. Another appointment may be necessary. This is dependent on your existing arrangements and the level of research that your insurance specialist needs to undertake. Completing the questionnaire and uploading any existing policies to the form will help.

2 Are your services regulated?

Taylor Lucas Financial Services Limited is an Appointed Representative of PRIMIS Mortgage Network, a trading name of First Complete Ltd. First Complete Ltd is authorised and regulated by the Financial Conduct Authority.

3 Will it cost me anything?

No, we will not charge you a fee for our services relating to insurance, but we will receive commission from the product provider. The commission will be calculated as a proportion of the premiums paid for the insurance product. You will receive a quotation which will tell you about the fees and charges relating to any insurance policy that we recommend.

4 How do I upload my existing policy documents?

You will receive a questionnaire/form to complete straight after your review appointment is booked for you. There is a section on the form that allows you to upload image (JPEG, PNG) or document (PDF) files. Please see page 2 for an example of what we need.

5 Do I need a life insurance trust?

Assigning a trust to a life insurance or critical illness policy will ensure the proceeds of the policy are paid to the right people at the right time. This type of framework can have estate administration advantages. We have access to an in-house legal team to ensure they are correctly structured. We do not charge a fee to advise on or prepare insurance trusts.



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Unit 7, Morston Court, WS11 8JB



Our Services & Fees

Background - The Purpose of this Document

It's great that you are considering taking advantage of our services. Before we complete any work for you there are some things that we want to tell you about our services and how we will charge for them. You can use this document to decide whether our services are right for you.

Please do take the time to read it - it only takes a few minutes, and it contains important information about our services. Please tell us if you need any extra help or support when using our services.

Are our services regulated?

Yes – most of what we do is regulated by the Financial Conduct Authority. You can see full details of how we are regulated and what permissions we hold in Section 1. Our services relating to protection are covered by the Financial Services Compensation Scheme. You can also find more details about the compensation scheme in Section 1

What kind of service do we offer?

We offer advice on life insurance products.

For most insurance advice, we make recommendations from a range of insurers which is representative of the whole market. For some, more specialist, insurance products we offer advice from a narrower range or from single providers.

You can see details of our range of products and providers and further details about our services in Section 2.

There are limitations to our advice. For example, we don't give tax advice. There is more about this in Section 2.

What do we charge for our services?

For insurance products, we will receive commission from the product provider. We will not charge separate fees for these services. You can see more details about our charges in Section 3.

What if you have a complaint?

We hope that you will love the services that we provide. But if something does go wrong, then we will work hard to put things right. You also have access to our complaint's procedures. If you are still not happy, then you may be able to refer your case to the Financial Ombudsman Service (FOS). You can see more information about our complaint's procedures and the types of cases that FOS can consider in Section 4.

How will we handle with your personal data?

We will keep your personal information private and confidential, even if you are no longer a client.

You can see full information of how we will handle your data in our separate Privacy Statements. We can provide you with a copy of these. We may also make electronic checks to verify your identity or for fraud prevention.

You can see more information about data privacy and electronic checks in Section 5.

Section 6 contains information about how we manage conflicts of interest and our procedures relating to client money.

1) Regulatory Status & Protections

Our Regulatory Status

We are an Appointed Representative of the PRIMIS Mortgage Network, a trading name of First Complete Limited which is authorised and regulated by the Financial Conduct Authority (FCA). The FCA is a financial regulatory body who is independent.

PRIMIS is included on the Financial Services Register under registration number 435779. You can check this via the FCA website www.fca.org.uk or by calling them on 0800 111 6768.

PRIMIS Mortgage Network authorise us to advise and make arrangements in relation to:

- Life and Health Insurance

The Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (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.

Further information about this scheme is available from the FSCS website www.fscs.org.uk or by writing to:

Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY

Telephone: 0800 678 1100 or 0207 741 4100

2) Our Services

What type of service do we offer?

We provide an **advised** service. This means that we will assess your needs and make a personal recommendation for each insurance areas in which you have asked us to provide a service.

We act for you and not the insurer in connection with the services we provide.

Our advice is based on your circumstances at the time the advice is given.

My recommendations are based on my understanding of current legislation, which is subject to change.

Whose products do we offer?

- **Insurance**

We offer products from a range of insurers for the following insurance products - term assurance, family income benefit, non-investment whole of life assurance, critical illness insurance, income protection insurance. The range of insurers is based on a fair analysis of the relevant market.

We only offer products from Metlife for Personal Accident Insurance.

Are there any limitations to the advice we are providing?

Our advice is limited to providing advice on appropriate protection and insurance solutions from our range of providers.

We do not provide tax advice. If you are in any doubt, you should seek appropriate advice on any tax implication of the transactions that you enter.

We might sometimes suggest you consider placing a policy into trust. Where we do so, we are providing general guidance of the benefits trusts and/or information on routes for placing your policies into them. We are not providing a specific recommendation about whether any individual trust is right for you. You should take specialist trust advice if you are in any doubt.

Your duty to provide full and accurate information

It is your responsibility to provide full and accurate information to us and to any product provider that we might recommend.

Failure to disclose material information could invalidate any recommended insurance application.

We rely on the information you have disclosed to us. We cannot be held responsible for any consequences arising from the information held on your file becoming inaccurate because of changes that you have not told us about.

3) Our Fees and Charges

What are our Fees and Charges?

- **Insurance**

We will not charge you a fee for our services relating to insurance, but we will receive commission from the product provider. The commission will be calculated as a proportion of the premiums paid for the insurance product.

You will receive a quotation which will tell you about the fees and charges relating to any insurance policy that we recommend.

4) Complaints

What to do if you have a complaint?

We hope that you will be satisfied with the service that we provide. If you wish to register a complaint, please contact us via any of the following methods:

- In Writing: The Customer Resolution Team, PRIMIS Mortgage Network, 3700 Parkside, Birmingham Business Park, Solihull, West Midlands, B37 7YT.
- By Telephone: 0121 767 1139
- By Email: complaints.solihull@primis.co.uk

PRIMIS will aim to deal with your complaint quickly and impartially. You can see our full complaints procedures via our website www.primis.co.uk and following the links for Customer Complaints from the home page. If we cannot resolve your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service.

Full details can be found on its website at www.financial-ombudsman.org.uk.

5) Data Security & Privacy

Client Confidentiality

We will keep all your personal information private and confidential, even if you are no longer a client. This is in line with current data protection legislation. Our Data Privacy Statement provides full information about how we will use your data including:

- What data will be obtained, Use of data and who it will be shared with and Your right to access the Data.

We can provide a copy of our Data Privacy Statement on request.

Electronic verification of identity

We are required by law to confirm your identity. This means we need evidence of who you are and where you live. If the service is being provided to a legal entity (for example, a limited company or partnership) we are required to verify the identity of the beneficial owners, directors, or partners. This is to comply with money laundering regulations.

We may attempt to check your identity electronically based on information we hold. We may also pass on and exchange information with appropriate agencies to carry out those searches and checks. Where the check is unsuccessful, we will require alternative proof of identification.

Electronic identity checks will leave an enquiry footprint on your credit file for each check carried out but will not affect your credit score. In making use of our services, you confirm your acceptance of our use of credit reference agencies which will result in such a record.

6) Other Important Information

Payments to us

You should not pay any monies to us as we do not charge for our protection services.

You should pay third parties, such as providers directly.

We are not authorised to hold client money (that is, money which is to be held or processed on your behalf).

Conflicts of interest

We maintain procedures to prevent and manage conflicts of interest arising between you and us, or PRIMIS, or between you and any other client of ours, or of PRIMIS'.

Circumstances might occasionally arise where we consider that these procedures will not be sufficient to ensure, with reasonable confidence, that the risks of damage to your interests will be prevented. In these cases, we may not be able to act for you. Where our procedures would allow us to act, we will clearly disclose the following to you in writing before we undertake any business for you:

- a specific description of the conflict of interest that has arisen.
- the risks to you that arise from the conflict of interest.
- confirmation that we do not consider that our normal organisational and administrative arrangements are sufficient to mitigate these risks.

Our disclosure will provide sufficient information to enable you to make an informed decision about the risks to you and whether you should proceed with the service.

Customer service

It is vital that you fully understand the advice and documents given to you. If there is anything which might prevent this from happening, or may act as a barrier to this occurring, such as your health or a situation, please let me know as soon as possible. Such information will be held in strict confidence. Depending on the circumstances, our service will be personalised so that you receive the best possible experience in our dealings.

We are continually striving to maintain a high standard of service for all our customers so during our advice process we, via our network, PRIMIS will email you to seek feedback on our service and the advice provided.

