



About our services and costs

Standard Life Client Management
Standard Life Direct

Standard Life 

keyfacts [®] 

Standard Life House
 30 Lothian Road
 Edinburgh
 EH1 2DH
 Tel: 0845 6060 191
 (Calls may be monitored and/or recorded to protect both you and us and help with our training. Call charges will vary.)

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is 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?

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

3. Which service will we provide you with?

	We will advise and make a recommendation for you after we have assessed your needs.
Yes	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: <ul style="list-style-type: none"> ▶ conduct a full assessment of your needs; ▶ offer advice on whether a non-stakeholder product may be more suitable.

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

The sales costs and commission amounts will vary depending on the type of product, the amount you invest and (sometimes) how long you invest for or your age when you buy the product.

Before we carry out any services for you we will inform you of the sales costs/commission.

Products provided by Standard Life plc and its subsidiaries

Standard Life will provide remuneration, benefits and services to a Standard Life Direct representative involved in the sale of these products.

Standard Life Direct representatives do not receive commission payments in the same way as other advisers who sell these products. Instead, Standard Life provides them with salary and performance-related bonus.

The sales costs that we expect to incur will be paid for out of the plan deductions over the life of each plan. Your Standard Life Direct representative will not be paid a cash sum equal to this amount.

Paying by commission (through product charges) for products provided by external companies

If you buy a product provided by one of our external providers, Standard Life Client Management will receive commission on the sale from the product provider. Although you pay nothing to the company up front, you still pay indirectly through product charges. Product charges pay for the product provider's own costs and the commission paid. If the product you buy has an element of investment content (ask your Standard Life Direct representative if this applies to you), the product charges reduce the amount of your money which is actually invested. Standard Life Direct representatives do not receive these commission payments as a cash amount in the way that other advisers who sell these products may. Instead, Standard Life provides your Standard Life Direct representative with salary and performance-related bonus.

5. Who regulates us?

Standard Life Direct is provided by Standard Life Client Management Limited.

Standard Life Client Management Limited, Standard Life House, 30 Lothian Road, Edinburgh, EH1 2DH is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 435970.

Our permitted business is advising, and arranging life assurance, pensions and investments.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk or by contacting the FSA on **0845 606 1234**.

6. Loans and ownership

Standard Life Client Management Limited is a wholly owned subsidiary of Standard Life Assurance Limited.

7. What to do if you have a complaint

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



Standard Life, Customer Relations,
Dundas House,
20 Brandon Street,
Edinburgh EH3 5PP



0845 6060 042 (Calls may be monitored and/or recorded to protect both you and us and help with our training. Call charges will vary.)

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

8. Will your product be covered by the Financial Services Compensation Scheme (FSCS)?

Your product is covered by the FSCS. The scheme has been set up to provide protection to consumers if authorised financial services firms are unable, or likely to be unable, to meet claims against them. Your contract will normally be covered; however 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.

In respect of UK deposit accounts, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share. For a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each. The £85,000 limit relates to the combined amount of all the eligible depositors' accounts with a bank or building society, including their share of any joint account, and not to each separate account. For deposit accounts held outside the UK you won't be covered by the FSCS but a local compensation scheme may apply.

Insurance

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

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

Other important information

Client Agreement

This document will also be referred to as a 'Client Agreement'. It will govern your relationship with Standard Life Client Management, in connection with your use of our services. The terms of this document will be effective from the date you receive a copy, either by post, email or at a meeting. Your acceptance of these terms is signified by you asking us to provide you with services.

You should read this document carefully. If you do not understand any point or if you have any questions, please speak to your Standard Life Direct representative.

Categorisation

The FSA requires firms to categorise their clients. Standard Life Client Management will categorise all their clients as 'retail', which provides the greatest level of protection under FSA rules. There may be certain customers, however, that are not eligible to have complaints referred to the Financial Ombudsman Service under the current FSA rules. This would cover certain types of businesses, charities or trustees. If you require further information, please speak to your Standard Life Direct representative.

Conflicts of interest

When we provide services to you that may involve a potential conflict of interest with our duty to you in any way, we shall ensure that the services we provide to you are made on terms which are not less favourable to you than if the conflict or potential conflict had not existed. A conflict of interest is where the interests of a business, including its managers and employees, conflict with those of a client, or where there is a conflict between one client, or group of clients and another client or group of clients of the business.

How to contact us

We can communicate with you using your preferred option from one or more of the following:

- ▶ Telephone
- ▶ Letter
- ▶ Email
- ▶ Fax

Further Information

If you need any more help or information

- ▶ contact your Standard Life Direct representative
- ▶ visit www.fsa.gov.uk/consumer

Find out more

If you'd like more information on the products in this booklet, or if there's anything more about Standard Life we can help you with, just call us on this number, or visit our website.

Call us on 0845 60 60 191

(Mon-Fri, 9am to 5pm). Calls may be monitored and/or recorded to protect both you and us and help with our training. Call charges will vary.

www.standardlife.co.uk

Products provided by subsidiaries of Standard Life plc or other specified providers.