



about our services and costs



MM FINANCIAL MANAGEMENT

Financial Planning since 1990

MM Financial Management Ltd
Appletree Chambers
PO Box 424
Maidstone
Kent
ME14 4QP

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 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 term insurance, critical illness insurance and income protection insurance.
- 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?

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

MM Financial Management was established in 1990 to specialise in financial planning and wealth management for private clients and small firms.

As a small practice we offer a highly personal service and we aim to develop a long-term working relationship with clients. Most of our clients have been introduced to us by their accountants or solicitors, and we receive many referrals from our existing clients. We are accustomed to working closely with our clients' other professional advisers.

Our financial planning service is based on a truly holistic understanding of our client's financial situation, goals and attitude to investment risk, whilst the firm's wealth management systems aim to meet financial planning objectives.

MM Financial Management is a wholly independent company and is not restricted in any of the funds or investment products we may wish to use for our clients' wealth management and financial planning purposes. The firm is privately owned and therefore not financially tied or obliged to any particular fund manager or product provider.

The firm charges fees for wealth management, financial planning and consultancy services. We agree the costs of our advice and services in advance and every client has the choice of paying our fees directly or via commission, or by a combination of the two.

We do not have a typical client. Our clients come from all age groups and backgrounds, and financial status is not as important as the desire to benefit from our services.

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for term insurance, critical illness insurance and income protection insurance.
- 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?

You will pay for our services on the basis of either a fee arrangement, payment by commission (or product charges) or payment by a combination of commission and fee. 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.

Whether you buy a product or not, we will charge a fee for our advice and services. If we also receive commission from the product provider when you buy a product, we will pass on the full value of that commission to you in one or more ways. For example, we could reduce our fee; or reduce your product charges; or increase your investment amount; or refund the commission to you. In some circumstances, we also charge a fee on top of any commission we might receive.

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

Before we provide you with advice, we will give you a guide to the cost of our services.

5. Who regulates us?

MM Financial Management Ltd. is authorised and regulated by the Financial Services Authority. Our FSA Register number is 153041.

Our permitted business is advising on and arranging savings and investments, pensions (including pension transfers) and non-investment insurance.

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 MM Financial Management Ltd, PO Box 424, Maidstone, Kent ME14 4QP

By phone: Telephone 0845 129 7237 or 01622 738910

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.

Investment

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.

MM Financial Management Ltd
17th November 2009