

**keyfacts**

## about our services



Theinvestorcentre.com  
Minerva House  
Lower Bristol Road  
Bath  
BA2 9ER

**Issue 01.06.07**

---

### 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.

---

### Whose products do we offer?

---

- We offer products from the whole market
  - We 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
- 

### Which service will we provide you with?

---

- 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.
  -
- 

### What will you have to pay us for our services?

---

- Before we provide you with advice, we will give you our keyfacts guide 'about the cost of our services'.
  - We will tell you how we get paid, and the amount, before we carry out any business for you.
-

---

## 1. Who regulates us?

---

Theinvestorcentre.com is a trading style of Chartwell Private Client Limited

Chartwell Private Client Limited is authorised and regulated by the Financial Services Authority

FSA Register Number is 434964.

Our permitted business is advising and arranging deals in life and pension policies, unit trusts, investment trusts, Individual Savings accounts (ISAs), Personal Equity Plan transfers, pensions (including opt outs), annuities and other regulated schemes and investments.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

---

## What to do if you have a complaint?

---

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

**In writing:** Write to Senior Compliance Manager, Minerva House, Lower Bristol Road, Bath. BA2 9ER.

**By phone:** Telephone 01225 448732.

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

---

## 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.

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.

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

Theinvestorcentre.com is a trading style of Chartwell Private Client Limited.

Registered Office: Minerva House Lower Bristol Road, Bath BA2 9ER. Chartwell Private Client Limited is authorised and regulated by the Financial Services Authority.

Registered in England No. 5464443