

About our services and costs

Standard Life Direct

1. The Financial Conduct Authority

The Financial Conduct Authority (FCA) is a financial services regulator.

You should 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?

No	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.
No	We only offer products from a single group of companies.

3. Which service will we provide you with?

No	Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market.
No	Restricted advice – We will advise and make a recommendation for you after we have assessed your needs. We offer advice on limited types of products (which we offer from a limited number of companies). You may ask us for a list of the companies and products we offer advice on.
Yes	Guidance – We will not tell you what to do or which products to buy. The information provided will help you to identify your options. The guidance might include information about different types of investments or set out general principles for you to consider before you decide what to invest your money in.

4. What will you have to pay 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 Aberdeen 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. 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 (SLCM) will receive commission on the sale from the product provider. See Section 5 for more information on SLCM. Although you pay nothing to the product provider 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. 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 is registered at 1 George Street, Edinburgh, EH2 2LL and is authorised and regulated by the Financial Conduct Authority. Our FCA Register Number is 435970.

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

You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on **0800 111 6768**.

6. Loans and ownership

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

7. What to do if you have a complaint

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



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



0345 606 0042 Call charges will vary.

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

8. Will you be covered by the Financial Services Compensation Scheme?

The Financial Services Compensation Scheme (FSCS), established under the Financial Services and Markets Act 2000, 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.

The FSCS provides protection for claims against investment firms where the loss arises from:

- bad or misleading advice
- negligent management of investments or
- fraud or misrepresentation

and the firm in question has been 'declared in default' by the Financial Services Compensation Scheme.

As Standard Life Direct do not provide advice, claims for bad or misleading advice would not be relevant.

For claims on this basis the FSCS can pay up to £50,000 in compensation per person per firm for investment business, and 100% of the claim for long term insurance contracts. Please note that the FSCS do not pay compensation where your investment simply does not perform as well as you hoped unless this is as a result of our negligence. For further information on the compensation available under the FSCS please check their website www.fscs.org.uk or call the FSCS on **0800 678 1100**. Please note only compensation queries should be directed to the FSCS.

If you have any further questions, you can speak to your financial adviser or contact us directly.

You can also find more information about the cover provided for Standard Life products at www.standardlife.co.uk/investor-protection

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 FCA requires firms to categorise their clients. For this service, Standard Life Client Management will categorise all their clients as 'retail', which provides the greatest level of protection under FCA rules. There may be certain customers, however, that are not eligible to have complaints referred to the Financial Ombudsman Service under the current FCA 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

You can contact us using your preferred option from one or more of the following:

- Telephone
- Letter
- Email

Further Information

If you need any more help or information

- contact your Standard Life Direct representative
- visit www.fca.org.uk/consumers

If you're interested in fixed income (annuities), call us on 0800 085 5971. For everything else, it's 0345 279 1001.

Call charges will vary. Call opening times: Monday to Friday 9am to 5pm.

Standard Life Direct is provided by Standard Life Client Management Limited. Standard Life Client Management advises on, and sells products from, subsidiaries of Standard Life Aberdeen plc and some external providers. Standard Life Client Management Limited is a wholly owned subsidiary of Standard Life Aberdeen plc.
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