

Healthcare and Risk Solutions: Key Facts

Veбnet Services

keyfacts®

About our services
and costs

Veбnet Services

Level 14, 30 St Mary Axe, London EC3A 8EP
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1. The Financial Conduct Authority

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA 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.
✗	We only offer products from a limited number of insurers for insurance contracts.
✗	We only offer products from a single insurer.

3. Which service will we provide you with?

✗	We will advise and make a recommendation for you after we have assessed your risk, healthcare and other insured benefit needs.
✓	You will not receive advice or a recommendation from us. We may ask you some questions to narrow down the selection of products that we provide details on. You will then need to make your own choice about how to proceed.

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

You will pay for our services on the basis of a fee, commission or a combination of both. We will discuss your payment options and answer any questions you have. We will not charge until we have agreed with you how we are to be paid.

5. Paying by fee

If you decide to pay a fee for our services we will always tell you in advance how much the fee will be. We will provide you with a written fee schedule confirming the services we are to provide and their associated fees before beginning work. Our typical charges are:

Consultant:	£1,500 per day
Account Manager:	£1,000 per day

We will tell you if you have to pay VAT.

6. Paying by commission (through product charges)

If you decide to pay for our services via commission we will receive commission when a product is sold and renewed. Although you pay nothing up front to the provider, you still pay indirectly through product charges. Product charges pay for the providers own costs and the commission paid.

The commission will vary depending on the type of product and the amount of cover. We will disclose the amount of commission we receive on request.

7. Paying by combination of fees and commission (through product charges)

We will charge you a combination of fees and commission depending on the services provided to you and whether you buy a product. This will be in line with the arrangements set out in the section headed 'Paying by fee' and 'Paying by commission'.

We regularly review our charges and sometimes will need to increase them to reflect changes in our overall cost, or assumptions. Any increases will be fair and reasonable.

If after commission is taken into consideration a fee remains due you may have to pay VAT on the remaining fee.

8. Who regulates us?

Veбnet Services is a trading name of 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 Conduct Authority. Our FCA Register number is 435970.

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 0845 606 9966.

9. Loans and ownership

Veбnet Services is a trading name of Standard Life Client Management Limited. Standard Life Client Management Limited is a wholly owned subsidiary of Standard Life Assurance Limited.

10. What to do if you have a complaint?

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

By post:

Standard Life Customer Relations, Standard Life House,
30 Lothian Road, Edinburgh, EH1 2DH.

By phone:

0845 6060 042 (call charges will vary).

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

11. Are we covered by the Financial Services Compensation Scheme (FSCS)?

The FSCS has been set up to deal with compensation claims from customers of authorised financial services firms if these firms are unable, or unlikely to be able, to meet claims against them. We are covered by the FSCS.

As such 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.

FSCS cover is available to customers who at the time they made the payments were; UK resident individuals; certain trustees; companies or partnerships who buy or receive advice on financial products from UK authorised firms.

However there are limitations to this – larger businesses are generally excluded from claiming. The FSCS defines a 'Large Company' as having two out of the following three criteria:

- A turnover of more than £6.5 million
- A balance sheet of more than £3.26 million
- Having on average more than 50 employees.

Subject to the above eligibility criteria, under the current FSCS rules 90% of both long term insurance business and general insurance business will be covered with no upper limit.

For further information, please contact the FSCS on 0800 678 1100 or go to the FSCS website:

<http://www.fscs.org.uk>.

12. Other important information

Client Agreement

This document will also be referred to as a 'Client Agreement'. It will govern your relationship with Vebnet Services 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 with your Vebnet Services Consultant.

Categorisation

The FCA requires firms to categorise their clients. Vebnet Services will categorise all their clients as 'commercial', which provides a certain 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 Vebnet Services Consultant.

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 had not existed. A conflict of interest is where the interest 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:

- letter
- email
- telephone
- fax

Further Information

If you need any more help or information

- ask your Vebnet Services Consultant
- Visit www.fca.org.uk/consumers

At Vebnet we specialise in creating employee benefits solutions. The kind of customised benefits and reward strategies that win awards, engage employees, and give our blue-chip clients competitive advantage and more control over their benefits spend. True future-shaping stuff.

With a team of industry experts, we work in partnership with the world's most progressive employers to provide totally independent advice. Our experience spans a range of sectors including financial and professional services, retail, pharmaceuticals and telecommunications.

Together, we can find a great way forward – the Vebnet way.

reward and benefits strategies | reward and benefits technology | employee communication
administration services | healthcare and risk solutions

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Non-advice

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