

Regulatory disclosures

Our Status

MyPensionChoices.com is a trading style of Lead Technologies (Europe) Limited who is authorised and regulated by the Financial Conduct Authority for making arrangements with a view to delivery of regulated financial services.

Our Services

We introduce consumers to other firms who provide regulated financial services to consumers. Our involvement is merely to inform and connect. Consumers can choose to engage with us and our role will be to put inquirers in touch with an appropriate business that can offer them regulated advice, make arrangements for them and provide ongoing advice and support if needed. We offer this service to anyone wishing to inquire about financial planning services, mortgage or insurance including equity release or lifetime mortgages, pensions and life assurance.

No Advice

We will not make a personal recommendation for you, any information we provide is for guidance purposes only and should not be construed as personalised advice. We may ask you some questions or obtain details from you to help us direct your inquiry to the right type of provider who can fulfil your needs.

No products

We do not sell, arrange or review financial products. You cannot buy a product from us. Our role is to direct you to assist you in obtaining advice and/or products from a bonafide regulated entity.

No charges

Inquirers will not be charged for our services.

Complaints

If you have a complaint about us, please contact our Complaints Officer. Please note that if you have a complaint about a firm that has provided advice and/or made arrangements for you, then you should make your complaint to that firm.

- Tel: 01943 462551
- Email: complaints@lead-tech.co.uk

Should you not be satisfied with our final response you may be entitled to refer the matter to our Alternative Dispute resolution provider the Financial Ombudsman Service (FOS) within six months of the date of our final letter:

- The Financial Ombudsman Service,
- Exchange Tower, London E14 9SR.
- Tel: 0800 023 4567 or 020 7964 0500.
- Email: complaint.info@financial-ombudsman.org.uk
- Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. 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 and date of the occurrence. For further information about the compensation scheme arrangements available from the Financial Services Compensation Scheme we refer you to their website:

www.fscs.org.uk

This is the lifeboat scheme in place for when a financial services firm cannot meet a demand for redress where a complaint has been upheld. This normally applies to claims for poor advising or arranging. Where you are dealing with a regulated advice firm, you will be protected by this scheme.