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Jenny Frost  
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Dear Ms Frost

## **CP11/11\* Quarterly Consultation no 29 Chapter 6**

This is the Financial Services Consumer Panel's response to the proposals in Chapter 6 of CP11/11\* relating to adviser charging.

We support the proposed amendment to the Conduct of Business Sourcebook clarifying that retail clients (including members of a Group Personal Pension) can cancel an ongoing service for the provision of personal recommendations and related services without also having to withdraw their investments. We support too the addition of guidance to assist firms to deal with their clients in a transparent and fair way on this issue. It is important that clients understand that they are entitled to cancel an advice service if they wish, paying for the service already provided, without having to cash in their investments. We would also like the FSA to consider extending the guidance to cover other issues, such as the client's options on the payment of trail commission.

Finally, we would like the same amendment to be made to the Consultancy Charging rules for Group Personal Pensions. We believe it is quite likely that there could be instances of employers who are dissatisfied with their advisers cancelling the ongoing service, while keeping the GPP with the same provider.

Yours sincerely

Adam Phillips  
Chair  
Financial Services Consumer Panel