

The Mortgage Finance Store Ltd– Mortgage & Insurance Services & Costs

Authorisation Statement

The Mortgage Finance Store Ltd is Authorised and Regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768. Our Financial Services Register number is **712180**

Our Services

We offer products and services as follows:

Products

- **Mortgages** – we place no limitations on the mortgages we will consider for you
- **Non-investment protection contracts** - we offer non-investment protection term assurance, income protection and critical illness from a range of insurers.
- **General Insurance Contracts** - we offer buildings & contents insurance and accident, sickness & unemployment (ASU) from a range of insurers.

Services

- **Mortgages** – We will provide you with advice and arrange the mortgage product on your behalf after an assessment of your personal circumstances and requirements. This will include a detailed assessment of affordability
- **Non-investment protection contracts** - We will provide you with advice and arrange the contract on your behalf after assessment of your personal circumstances and needs
- **General insurance contracts** – we will provide you with advice and arrange the contract on your behalf after we have assessed your demands and needs for a particular type of insurance

The Costs of our Services

Mortgages

We typically charge a client fee of £500 payable on completion of your mortgage although this may increase if your case is of a more complex nature. Although the total fee should not exceed 1.5% of your loan amount, a minimum fee of £300 may apply depending on the size of your mortgage or your circumstances. A non refundable fee of £25 will apply if we apply for a decision in principle for you (once you have a property in mind). We will also receive commission from the mortgage lender in addition to the fees you pay. These fees are subject to the terms and conditions of your signed fee agreement.

Example (for illustrative purposes only):

If your mortgage is for £50,000, we will charge a client fee of £750 when your mortgage completes. This equates to 1.5% of the loan. Depending on the amount of work involved in your case, you may receive a discount.

This fee will be paid directly by you on completion, unless it is your wish to add our fee to your mortgage loan, which will then be paid by your solicitor from the mortgage funds.

Non-Investment Protection and General Insurance Contracts

We do not charge a fee for advising and arranging as we will normally receive commission from the policy provider, after the policy is placed on risk.

Our Ethical Policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- be open, honest and transparent in the way we deal with you;
- not place our interests above yours;
- communicate clearly, promptly and without jargon;
- Seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

Cancellation rights

Certain protection and insurance contracts allow you the right to cancel after a contract has been put in force. Prior to you entering into a contract of protection or insurance we will provide you with specific details should this apply to include: its duration; conditions, practical instructions and any costs for exercising it, together with the consequences of not exercising it.

Instructions

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing.

Complaints

If you wish to register a complaint, please write to **The Mortgage Finance Store Ltd 1 Lindsay Court, Gemini Crescent Dundee DD2 1SW** or telephone **01382 562333**.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4 567.

Compensation Scheme

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business and the circumstances of the claim. Most types of mortgage business are covered for 100% of £50,000, whereas protection and insurance business is covered for 90% of the claim, without any upper limit. Further information about this compensation scheme arrangement is available from the FSCS.

Data Protection

The information you have provided is subject to the Data Protection Act 1998 (the "Act"). By signing this document you consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

"Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FCA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

In order to provide services to you we may be required to pass your personal information to parties located outside of the European Economic Area (EEA) in countries that do not have Data Protection Laws equivalent to those in the UK. Where this is the case we will take reasonable steps to ensure the privacy of your information.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or condition; the committing or alleged committing of any offence by you; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings; your political opinions; religious or similar beliefs; sexual life; or your membership of a Trade Union.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on **01382 562333** or in writing at **The Mortgage Finance Store Ltd, 1 Lindsay Court, Gemini Crescent, Dundee DD2 1SW** .

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

Anti-money laundering

We may be required to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

Law

This client agreement is governed and shall be construed in accordance with **Scottish** & Law and the parties shall submit to the exclusive jurisdiction of the **Scottish** Courts.

Force Majeure

The Mortgage Finance Store Ltd shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

DECLARATION

This is our standard agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

Please tick this box if you do not consent to us or any company associated with us processing any such sensitive data.

Please tick this box if you do not wish for us or any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.

I/We are aware of the costs of the services and agree to the amount and timing of these. My/Our preferred method of paying these costs is (please tick as appropriate);

By direct payment

(where possible) **By inclusion on the mortgage loan**

You must be aware that adding our fees to the mortgage loan will increase the total amount you pay over the term of that loan as the lender will apply their interest charges to this amount

Client Name

Client Signature

Dated

Client Name

Client Signature

Dated