

Mortgage and Insurance Disclosure

Authorisation Statement – Who regulates us?

Number One Mortgages Ltd, 378 Brighton Road, Shoreham By Sea, BN43 6RE is Authorised and Regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 670793.

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.

What products do we offer?

Mortgages

We are independent mortgage advisers and we will recommend a mortgage product that is suitable for you following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

We will consider all products and lenders that we have access to. This means we will not consider those lenders that are only available by you going direct to them.

Where you are increasing your borrowing, we will consider the merits of both a new first charge mortgage and securing this by an additional mortgage on a second charge basis.

Insurance

For **non-investment protection contracts**, we are an intermediary and will act on your behalf when providing advice and making our personal recommendation(s) to you. We will do this based on a fair and personal analysis of insurers for term life assurance, income protection and critical illness insurance.

For **building and contents insurance**, we are an intermediary and will act on your behalf. Once we have gathered your demands and needs, we will source a proposal through a limited range of insurers. We use Uinsure and through them we have access to the following insurance providers (Royal Sun Alliance, Aegas, Axa, Covea & Liverpool Victoria). We will provide you with information only on the providers that are appropriate based on your stated demands and needs and you will be able to select an insurer from this. It will be your responsibility to ensure the policy meets your demands and needs.

What service do we offer?

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

Insurance

For **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

For **building and contents insurance**, we will provide you with information only on the providers that are appropriate based on your stated demands and needs and you will be able to select an insurer from this. It will be your responsibility to ensure the policy meets your demands and needs.

What will you have to pay us for our services?

Mortgages

Our fees and charges vary depending on the Services we provide to you.

We charge £749 for mortgages on new purchases and £499 for re-mortgages. There is a surcharge of £100 where monies are being raised on re-mortgages. All fees are payable upon submission of a mortgage application.

We will also receive a commission from the lender for arranging that mortgage, which is payable on completion.

We will not commence any substantive work for which we will charge you a fee until we have agreed the applicable fee with you and such fee is recorded in a binding Client Fee Agreement.

We will not exceed any limits on any fee set out in the 'Client Fee Agreement' without your agreement. The only circumstance in which we will directly accept a monetary sum from you is in relation to payment of an invoice. We do not accept cash as a form of payment. Any payment to a third party must be addressed to that third party. We do not accept Client Money (as that term is defined by the FCA).

Insurance

We do not charge a fee for these services as we will receive commission from the policy provider.

Refund of Fees

No refund.

Duty of Disclosure

It is your responsibility to provide complete and accurate information to us, or to any product provider, at every stage of the relationship. It is important that you ensure all statements that you make to us or any provider, are true and accurate and that you fully disclose all material information when requested to do so.

If you fail to disclose any material information to us or to any provider, this could invalidate the product that we arrange for you and, where insurance has been arranged, the policy may not pay out as envisaged. We cannot be held responsible for your failing to disclose relevant information when requested to do so.

We are entitled to rely on the information that you have disclosed to us and cannot be held responsible for any consequences arising from the information held on your file becoming inaccurate due to a change in your circumstances if you fail to inform us of such changes.

If you have misrepresented your circumstance, there is a charge of £199 to contribute towards the additional administration.

On-going Reviews of your circumstance

Unless specifically agreed in writing with you in the Client Fee Agreement we will not keep your circumstances under review.

Instructions and Communications

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions but may request them to be confirmed in writing.

Full details of the products we recommend to you, or arrange for you, including, for example, information on the right to cancel and any other early termination rights and penalties will be contained within the literature supplied by the product provider and issued to you by Number One Mortgages Ltd prior to submitting the mortgage application.

This will be supplied to you before you conclude any contract or otherwise in accordance with any applicable regulations where for example you have concluded your contract over the telephone.

What to do if you have a complaint

We hope that you will at all times be satisfied with the Service we provide. In the unlikely event that you wish to register a complaint, then the relevant contact details are as follows:

In Writing: Kevin Dunks, Number One Mortgages Ltd, 378 Brighton Road, Shoreham By Sea, BN43 6RE

By Telephone: 01273 736536

By Email: info@numberonemortgages.co.uk

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 0234567.

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

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme.

Further information about the limits applicable to the different product types is available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

Client Confidentiality

You can be assured that we will keep all your personal information private and confidential, even when you are no longer a client, except where disclosure is made at your request or with your consent, in accordance with these terms of business.

Amending these Terms and Conditions

We reserve the right to amend these terms of business without your consent. In this event, we will provide you with reasonable notice of changes. As a consequence of any such change you may choose to terminate the relationship, and, if you do so this will be without cost to you, provided always that you acknowledge you do at all times remain responsible for making payments that may be due under a Client Fee Agreement.

Termination of the Relationship Between Us

Either party has the right to terminate our relationship at any time without penalty. Notice of this termination should be provided in writing and sent to the usual address of Number One Mortgages as set out below, as this will ensure that no confusion arises between us. Should we decide to give you notice, it will be provided in writing by email or to the most recent correspondence address Number One Mortgages has on file for you.

Governing Law & Jurisdiction

These general terms and conditions are governed by and shall be interpreted in accordance with the laws of England. Any dispute arising in connection with these shall be subject to the exclusive jurisdiction of the English courts.