

# About our Services

**Mortgage Simplicity Ltd**

**The E Centre  
Cooperage Way  
Alloa  
Clackmannanshire  
FK10 3LP**

## 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

## 2. Whose products do we offer?

### Mortgages



We offer advice and recommendation on over 11,000 first charge mortgage products, from over 90 UK lenders (a list is available on request) with the exception of some products only available to you direct from a lender.

### Insurance



We offer products from a range of insurers.



We only offer products from a limited number of insurers



We only offer products from Legal & General Insurance Society for pure protection insurance and general insurance



We only offer products from Legal & General Insurance Limited for Buyer's Protection insurance.

### 3. Which service will we provide you with?

#### Mortgages

- We will advise and make a recommendation for you after we have assessed your needs.

#### Alternative Options for Finance

It is important that you are aware there may be alternative options to finance your requirements which, if relevant, your adviser will consider and discuss with you, for example a Second Charge Mortgage, Unsecured lending or a Further Advance. If an alternative route appears to be the most appropriate and our adviser is not authorised to provide the advice in this instance they may recommend a referral route. Mortgage Advice Bureau's preferred partner for alternative lending solutions is Brightstar Financial.

#### Insurance

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

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

#### Mortgages

- No fee. We will be paid by commission from the lender.
- A total fee of up to 1.0% of the mortgage amount may be payable on application, on receipt of a Loan offer from a Lender and/or completion of your mortgage. We will receive commission from the mortgage lender in addition to the fees you pay.

Example (for illustrative purposes only):

- If your mortgage is for £100,000, we may charge up to £1,000 in total, which equates to 1.0% of the loan.

You will receive a key facts illustration when considering a particular mortgage, which will tell you about any fees relating to it.

A list of commission fees payable by the mortgage lender is available on request.

## Insurance

- No fee. We will be paid commission by the provider.
- A fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy

## 5. Refund of Fees

If we charge you a fee and your mortgage does not go ahead, you will receive:

- A full refund of all fees paid.
- No refund of the fees paid.

## 6. Who regulates us?

Mortgage Simplicity Ltd is an Appointed Representative of the following companies which are authorised and regulated by the Financial Conduct Authority: Mortgage Advice Bureau Limited, Capital House, Pride Place, Derby, Derbyshire DE24 8QR for mortgages, Mortgage Advice Bureau (Derby) Limited, Capital House, Pride Place, Derby, Derbyshire DE24 8QR for general insurance.

Mortgage Advice Bureau Limited's FCA registration number is 455545.

Mortgage Advice Bureau Limited's permitted business is advising on and arranging mortgages and general insurance.

Mortgage Advice Bureau (Derby) Limited's FCA registration number is 466154.

Mortgage Advice Bureau (Derby) Limited's permitted business is advising on and arranging mortgages and general insurance.

Mortgage Simplicity Ltd is authorised and regulated by the Financial Conduct Authority in respect of consumer credit activities.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.gov.uk/register](http://www.fca.gov.uk/register) or by contacting the FCA on 0845 606 1234.

## 7. What to do if you have a complaint.

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

### ... in writing

Write to: Compliance Department (Complaints), Mortgage Advice Bureau Limited, Capital House, Pride Place, Derby, DE24 8QR

### ... by phone

Telephone: 01332 200020

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

## **8. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

We are covered by the FSCS. 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.

Mortgage advising and arranging is covered for 100% of the claim up to £50,000, so the maximum compensation is £50,000.

Insurance advising and arranging is covered for 90% of the claim, with no upper limit.

Further information about compensation scheme arrangements is available from the Financial Services Compensation Scheme.

### **Important Information about Buy to Let Mortgages**

It is important you are aware you may receive in most cases advice on a Buy to Let mortgage which will not be regulated by the Financial Conduct Authority (FCA). There are limited exceptions, including where the tenant is a member of the borrower's immediate family, the borrower intends to occupy the property at some stage or if the transaction is classed as a Consumer Buy to Let, for example if the borrower previously occupied the property. Where a transaction is not regulated by the FCA you will not receive the protection of the Financial Services Compensation Scheme (FSCS) and may not be entitled to refer any related complaints to the Financial Ombudsman Service (FOS) should the need arise. We will inform you whether your transaction is regulated by the FCA.