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Central Mortgages (Essex) Ltd Mortgage Brokers

5, Alyssum Walk
BILLERICAY
Essex
CM12 0SS

Valid from 26/04/2014

1. The Financial Conduct Authority (FCA)

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

2. Whose products do we offer?

Insurance

- We offer products from a range of insurers for life insurance, critical illness and buildings and contents insurance.
- We only offer products from a limited number of insurers
Ask us for a list of insurers we select from.
- We can only offer products from a single insurer only.

Mortgage

- We offer mortgages from the whole of the market including direct with lender products.
- We only offer mortgages from a limited panel of lenders.
Ask us for a list of lenders we select from.
- We can only offer mortgages from a single lender.

3. Which service will we provide you with?

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 that we will provide details on. You will then need to make your own choice about how to proceed.

Mortgage

- We will advise and make a recommendation for you after we have assessed your needs
- We are providing an Execution-Only service and you will not receive a recommendation from us.

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

Insurance

- No fee. Instead, we will be paid by commission from the provider.
- A fee

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

Mortgages

No fee. Instead, we will be paid by commission from the lender

An administration fee of £199 payable at the outset. Additionally a fee 0.25% of the loan will become payable on confirmation of the mortgage offer with an additional 0.75% due at completion or cessation of the case. For example, on a mortgage of £100,000, 0.25% would equate to a fee of £250.00 with an additional £750.00 due at completion or cessation of the case. Our average fee is 1% which equates to £1,000. We will also be paid commission from the lender. We may choose to charge a higher fee, depending on the amount of work that is involved on each case and is levied on a case by case basis.

Please note: If you instruct us to proceed, then withdraw from the application prior to an offer being issued, we will charge a fee equivalent to 0.25% of the mortgage advance applied for, as set out in the Mortgage Fee Agreement.

Refund of fees

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

A full refund if the lender rejects your application less the initial £199.00 fee.

No refund if you decide not to proceed once an offer has been issued

5. Who regulates us?

Central Mortgages (Essex) Ltd, 5, Alyssum Walk, BILLERICAY, Essex, CM12 0SS is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 460448

Our permitted business is arranging and advising on mortgages, life insurance and non investment insurance products.

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

6. What to do if you have a complaint

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

In writing: Central Mortgages (Essex) Ltd, 5, Alyssum Walk, BILLERICAY, Essex, CM12 0SS

By phone: Telephone 01277 630183

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

7. 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.

Insurance

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Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit

Mortgages

Mortgage, home purchase advising and arranging is covered up to a maximum limit of £50,000.

Further information about compensation scheme arrangements is available from the FSCS