

keyfacts about our services



Solution Mortgages Ltd
Sunnyside Mill
Highfield Road
Congleton
CW12 3AQ
Tel. 0845 123 1260
Fax. 0845 123 1261

www.solution-mortgages.co.uk

1. The Financial Services Authority ("FSA")

The FSA 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.

We only offer products from a limited number of insurers. Please ask us for a list of the insurers whose products we offer

We only offer products from Assurant Intermediary Ltd for accident, sickness and unemployment insurance, Buildings & Contents insurance and Life assurance.

Mortgages

We offer mortgages from the whole range of market providers.

We only offer mortgages from a limited number of lenders. Please ask us for a list of the lenders we offer mortgages from and we will be happy to provide this without delay.

We only offer mortgages from a single lender.

3. Which service will we provide you with?

Insurance

We will advise you and make a recommendation for you after we have assessed your needs for insurance including Accident, Sickness, Life, Buildings and Contents cover.

You will not receive advice or a recommendation from us relating to any insurance products. We may ask you some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice without any advice from us about how to proceed. There is no guarantee that the product you choose will best suit your current requirements.

Mortgages

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 relating to any mortgage product. 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 without any advice from us about how to proceed. There is no guarantee that the product you choose will best suit your current requirements.

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

Insurance

No Fee

A Fee

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

Mortgages

No fee

An application fee is payable at the outset of your engagement ranging from £195 to £795 depending on the estimated value of your property and an arrangement fee of 3% of the loan amount up to a maximum of £10,000 (minimum of £3,000) payable when your mortgage completes. We will also be paid commission from the lender.

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

5. Refund of fees

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

No refund if the processing of your application has commenced.

A full refund.

6. Who regulates us?

Solution Mortgages Ltd of Sunnyside Mill, Highfield Road, Congleton, CW12 3AQ is authorised and regulated by the Financial Services Authority. Our FSA register number is 114373.

Our permitted business is, among other matters, arranging regulated mortgage contracts, making arrangements with a view to regulated mortgage contracts and arranging deals in non investment insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/ or by contacting the FSA 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 to: The Compliance Officer, Solution Mortgages Ltd, Sunnyside Mill, Highfield Road, Congleton, CW12 3AQ

...by Telephoning: 0845 123 1260

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service who can be contacted on 020 7964 1000.

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 your claim.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim without any upper limit.

Mortgage advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

Further information about compensation scheme arrangements is available from the FSCS.