



about our services

www.MORTGAGE SHOP.com

Applications Dept, Po Box 1085,
Enfield Town, Middlesex. EN1 9HP.

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is designed by the FSA to be given to consumers considering buying certain financial products. 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 can only offer products from a limited number of insurers
We can only offer product from a single insurer.

Mortgages

- ✓ We offer mortgages from the whole market.
We can only offer mortgages from a limited number of lenders.
We can only offer a limited range of mortgages from a single lender.
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3. Which service will we provide you with?

Insurance

- ✓ We will advise and make a recommendation for you after we have assessed your needs for mortgage protection, term, permanent health, mortgage sickness and redundancy, private health and household insurances.
or
You will not receive advice or a recommendation from us for insurances. 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.

Mortgages

- ✓ We will advise and make a recommendation for you after we have assessed your needs from information taken from you in our fact finding process.
or
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.

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

Insurance

A fee of £500 for advising and arranging mortgage protection, term, permanent health, mortgage sickness and redundancy, private health and household insurances.

or

- ✓ No fee for advising and arranging mortgage protection, term, permanent health, mortgage sickness and redundancy, private health and household insurances. We will receive commission from providers for our work.

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

Mortgages

- ✓ No fee. We will be paid by commission from the mortgage lender.
A fee of 1% of loan amount paid upfront and we will refund to you any commission we receive from the mortgage lender.
A fee of £500 paid upfront. We will also be paid commission from the mortgage lender.

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

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.

A refund of £400 if your application falls through.

No refund if you decide not to proceed.

5. Who regulates us?

Mortgage Shop London Ltd of Po Box 1085, Enfield Town, Middlesex. EN1 9HP is authorised and regulated by the Financial Services Authority. Our FSA Register number is 487703.

Our permitted business is mortgages and non investment [insurances](#).

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.

6. What to do if you have a complaint

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

In writing: Write to Applications Dept, Po Box 1085, Enfield Town, Middlesex. EN1 9HP.

By phone: Telephone 0871 874 0374.

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

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.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Mortgages

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.

DATA PROTECTION ACT 1998 – OUR USE OF YOUR PERSONAL INFORMATION

As you are aware, the Internet is the most perfect method of communication. As an Internet based company to safeguard the interests of consumers and other persons purchasing and being advised about financial products and in use of their personal data we make certain that you have all the information required to be able to understand how we work for you.

If instructed to assist you, our systems collect data from first instance right through to a transactions completion by automated and manual requests for information. We will also be collecting data about you and your family from other persons. We collect the data through note taking and the filling in of questionnaires/fact finds about you and your family's circumstances.

We may make checks with credit rating agencies and institutions with whom you have policies of insurance, investments and with your current and previous mortgage provider/s, this will be with your notification. The scope and extent of the gathering of information from third parties depends on what type of service you have enquired about. It has been disclosed to you that we are an independent distributor of financial and other insurance products via the World Wide Web, usually based within the UK however also in Europe and occasionally we could utilise facilities in other places in the world. The service we provide to you is compliant with the data regime globally. Your data will therefore be passed by us at times onto third parties. This is a compliant process as we utilise large secure data systems and comprehensive technology that monitors and ensure utmost high standards in data security.

How is your information used?

Primarily, we use your data and data about you and your family's circumstances to provide access to you and complete transactions on your behalf with other organisations utilising this data to maintain and develop our relationships with clients and partners. We may pass your data to other companies to enable us to provide suitable advice and services most suited to your circumstances. Usually, this would be referrals to professionals, legal companies, tax advisers and sometimes to specialist advisers in the financial and insurance industries where we need to ensure that your needs are best served. We, and any third party specialist advisers to whom we introduce you, will, of course, pass your data to Institutions if you agree to purchase or amend policies and products as part of their sales and advice process.

[Our Terms Of Business](http://www.mortgageshop.com/tob.pdf) is found at <http://www.mortgageshop.com/tob.pdf>