

Our mortgage and non-investment services and costs

SRC Mortgage Solutions

4 Lords Court, Cricketers Way, Basildon, Essex
SS13 1SS

1. The Financial Conduct Authority (FCA)

The FCA is an independent watchdog that regulates financial services. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose Products do we offer?

Insurance

We offer products from a range of insurers on the basis of a fair analysis of the market, for example; for Term Assurance, Critical Illness and Permanent Health Insurance

Mortgages

We offer a comprehensive range of mortgages from across the market, but not deals that you can only obtain by going direct to a lender

For second charge or consumer buy to let mortgages, we offer a comprehensive range of mortgages from across the market, but not deals that you can only obtain by going direct to a lender

Alternative finance options

We offer the following alternative finance options:

- A further advance from an existing lender
- A second charge mortgage
- A re-mortgage

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 life and health insurance.

Mortgages

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

You may request an illustration from your adviser whenever our firm provides you with information specific to the amount you want to borrow following assessment of your needs and circumstances

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

Insurance

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

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 commission by the lender.

A fee of £597.00 when you apply for a mortgage, we will also be paid a commission from the lender

For a second charge or consumer buy to let mortgage, a fee of £597.00 when you apply for a mortgage, we will also be paid a commission from the lender

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

5. Refund of our mortgage fees

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

A partial refund of £100.00 of our fee if the lender rejects your application or if you decide not to proceed.

6. Who regulates us?

SRC Mortgage Solutions is authorised and regulated by the Financial Conduct Authority.

Our FCA Register number is 430562

Our permitted business is advising on and arranging investments, mortgages and insurance.

You can check this on the FCA's Register by visiting the FCA's website

<http://www.fsa.gov.uk/register/home.do> or by contacting the FCA on 0800 111 6768.

7. What to do if you have a complaint

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

In writing Simon Torry, SRC Financial Services Ltd, 4 Lords Court, Cricketers Way, Basildon, Essex SS13 1SS

By phone Telephone 01268 280096

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. <http://www.financial-ombudsman.org.uk>

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.

(Please note that the FSCS does not cover business consumer buy to let mortgages)

Insurance

For firms declared in default on or after 3 July 2015

Protection is at 100% where claims:

(a) Arise in respect of a liability subject to compulsory insurance; or

(b) Arise in respect of a liability subject to professional indemnity insurance; or

(c) Arise from the death or incapacity of the policyholder due to injury, sickness, or infirmity including contracts for Long Term Insurance such as Long Term Care, pensions and annuities

Protection is at 90% where claims arise under other types of policy with no upper limit.

Mortgages

For claims against companies declared in default from 1st January 2010. Mortgage advising and arranging is covered for 100% of the first £50,000 so the maximum compensation is £50,000 per person per firm.

Further information about compensation scheme arrangements is available from the FSCS. Visit www.fscs.org.uk or 0800 678 1100.