

Important information about our services



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Who are we and what do we do?

Match Mortgages Limited is a company that advises and arranges mortgages and non-investment insurance products. Match Mortgages Limited is authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent regulator of financial services in the United Kingdom. Match Mortgages Limited is entered on the Financial Services Register (www.fca.org.uk/register) under reference 983246.

What can we do for you?

Our mainstream service is to act on your behalf for the purposes of arranging and advising on the following:

- Mortgages, including Buy to Let.
- Personal and family protection, for example Life Assurance, Critical illness and income protection plans.
- General insurance, for example Buildings, Contents and private medical policies.

For all the services described above we will complete a detailed fact-find so we can understand your circumstances, specific needs and objectives to determine if these services are suitable for you. We will then undertake research in order to provide a personal recommendation and related information relevant to your individual circumstances. If, after due consideration you would like to accept any or all of our recommendation(s), we will then implement them and arrange products and/or related services on your behalf.

Once your financial plans are in place, it is important to keep them under review. Subject to the type of services you require from us, we can continue to act on your behalf on a ad-hoc basis. Ultimately, whichever type or level of service you require from us, we will act in your best interests at all times.

Further details about these and other related services we provide are contained in the pages below. This also confirms their typical cost and how you can pay us for them.

IMPORTANT INFORMATION

Before you consider our services in more detail we would like to draw your attention to the following important information:

When we have discussed and agreed with you the services that we are to provide we will confirm this to you in a Client Agreement. This will describe the scope and specific services to be provided, the cost and how it can be paid for. A copy of our standard Client Agreement is available on request.

We will not advise you if you are experiencing difficulties managing debt. Free help and advice about managing your debts is available by contacting the Money and Pensions Service via its website; www.moneyandpensionsservice.org.uk

Information about our mortgage services

Whose products do we offer?

We offer a comprehensive range of mortgage products from across the market. We offer both first and second charge mortgages, but not deals that you can only obtain by going direct to a lender.

For those seeking to increase their existing borrowing, alternative finance options may be available and more appropriate for your needs. For example, a further advance from your existing lender or an unsecured loan (e.g. a personal loan). For those seeking a 'Retirement Interest Only Mortgage', a 'Lifetime Mortgage' may be available and more appropriate for your needs.

Please note that we do not offer advice and arranging of 'Equity Release' mortgages. If this is a product you require, we can refer you to qualified advisers who can advise and arrange such types of mortgages.

How much will you have to pay for our mortgage services?

For establishing your needs, undertaking research and making a recommendation, we charge a typical fee of £495.

If you choose to proceed with our recommendation and the mortgage goes ahead, we will also be paid a commission from the lender for arranging the mortgage on your behalf.

As an alternative, we also offer a 'fee only' option. For establishing your needs, undertaking research and making a recommendation, we charge a typical fee of £1495. Under this option, we will then refund you any commission we receive from the mortgage lender. This option is only appropriate if you are arranging a mortgage in excess of £500,000.

Whichever option you proceed with, our fee becomes payable when we provide you with our recommendations.

The amount of commission we receive varies from lender to lender. Information about the range of commissions available to us from the mortgage products we recommend is available upon request. If you apply for a mortgage that does not go ahead, you will receive no refund of any fee you have paid to us.

You will receive a personalised illustration when considering a particular mortgage. This will highlight the key facts about the mortgage product, including any fees relating to it, and the amount of commission due to us from the mortgage lender.

Information about our insurance services

Mortgage, personal and family Protection

We are insurance intermediaries who offer products based on a fair and personal analysis of the market for Life Assurance, Critical Illness Cover, and Income Protection Insurance.

General Insurance

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for Buildings & Contents, Accident Sickness & Unemployment and Private Medical Insurance.

How much do we charge for our insurance services?

We do not charge a fee for advice and arranging an insurance product. We will receive commission from the insurer and this is reflected in the premium amount you pay to them. The amount of commission we receive will vary depending on the type of contract, term of the cover and the premium amount.

We will tell you how much commission we expect to receive before we transact business for you. You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy we arrange for you.

If you arrange an insurance product and later cancel it that results in the repayment of commission to the insurance company, we reserve the right to request from you the amount that is repaid to the insurance company.

We are not otherwise permitted to receive or retain any financial inducements, significant gifts or hospitality from insurance product providers, for arranging insurance contracts on your behalf.

Information about other related services

Credit Broking

We are also Credit Brokers. This means that if you require a loan other than a mortgage (e.g. a personal loan) we can refer you to a specialist third party who can discuss your specific needs with you. We will not advise you on this type of borrowing and you will need to make up your own mind whether to go ahead with it or not.

Non-Advised Services

We will tell you how we get paid and the amount before we carry out any business for you.

What happens if you have a complaint?

If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint, is available upon request.

If you would like to make a complaint please contact us either in writing to:

Complaints, Match Mortgages Limited, Beechwood Cottage, Beechwood Lane, Wendover, Buckinghamshire, HP22 5QP

or by e-mail: compliance@matchmortgages.co.uk; or by telephone: 01296 621122.

If we are unable to settle your complaint or you are unhappy with our response, the Financial Ombudsman Service may be able to help. We will explain how at that point.

Further information about the Financial Ombudsman Service is available on their website www.financial-ombudsman.org.uk or by calling them on **0800 023 4567**.

Are we covered by the financial services compensation scheme (FSCS)?

Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim.

The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:

Long Term Insurance Contracts:

Arranging and advising on long term insurance contracts (e.g. a life insurance or critical illness policy) is covered for 100% of the claim without upper limit.

General Insurance Contracts:

Arranging and advising on compulsory classes of insurance (e.g. employers liability), professional indemnity insurance, and general insurance contracts that pay out on death or incapacity due to injury, sickness, or infirmity (e.g. an accident & sickness policy) is covered for 100% of the claim without upper limit.

Arranging and advising on other types of general insurance contracts (e.g. Building and Contents) is covered for 90% of the claim without upper limit.

Mortgages Products:

Arranging and advising on mortgages products is covered up to a maximum limit of £85,000 per person per firm.

Further information about the FSCS is available from their website: www.fscs.org.uk