



24-7 Mortgages - Insurance & Mortgage Services & Costs

Authorisation Statement

24-7 Mortgages is Authorised and Regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768. (free phone) from 8am to 6pm, Monday to Friday (except public holidays) and 9am to 1pm Saturday

Our permitted business activities are:

- Advising on and arranging first charge Mortgages
- Arranging (bringing about) regulated mortgage contracts;
- Making arrangements with a view to regulated mortgage contracts, and
- Non-Investment Insurance contracts.

Mortgages Restrictions

Our mortgage services are limited to advising on **first** charge mortgage products only. We will consider all lenders we have access to before recommending a suitable mortgage product following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

When selecting a Mortgage lender we will also consider those that are only available by you going direct to them. The lenders we will consider are (list here) or A full list of the lenders is shown on the attached list.

First Charge only

Where you are increasing your borrowing or consolidating existing loans you may have the option of;

- taking out a further advance with your existing lender
- arranging a separate second charge mortgage
- borrowing through an unsecured loan.

Commencement of Client Agreement

The Financial Services and Markets Act 2000, requires that we explain the main aspects of the way we operate, and how this affects you, the client. This Client Agreement will be effective from the date of receipt but may be amended by us following any initial interview intended to ascertain your current financial situation, objectives, and attitude to financial risk. Any such amended Client Agreement will be sent to you within 10 working days of that interview. However, irrespective of any amendments arising from such interviews, we reserve the right to amend the terms of this letter without your consent, but we will give at least 10 business days notice before conducting relevant business, unless we consider it to be impracticable to do so under the circumstances at that time.

Client Monies

WE DO NOT HANDLE CLIENT MONIES. All cheques for premiums of any kind and valuation fees, etc. must be made payable to the Life Office, Lender, Insurance Company or other relevant Companies.

We offer products and services as follows:

Products

Mortgages – we only consider mortgages from (number) lenders. We can provide you with a list of this on request

Non-investment protection contracts - we offer non-investment protection products e.g. term assurance, income protection and critical illness from a range of insurers. We can provide you with a list of this on request

General Insurance Contracts - we offer buildings & contents insurance, accident, sickness & unemployment (ASU) (list others) from a range of insurers. We can provide you with a list of this on request

Services

Mortgages

Our mortgage services are limited to advising on **first** charge mortgage products only. We will consider all lenders we have access to before recommending a suitable mortgage product following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

When selecting a Mortgage lender we will consider those that are only available by you going direct to them. A full list of the lenders is shown on the attached list.

First Charge only

Where you are increasing your borrowing or consolidating existing loans you may have the option of;

- taking out a further advance with your existing lender
- arranging a separate second charge mortgage
- borrowing through an unsecured loan.

Whilst these may be more appropriate for you, we will not consider the merits of these when making our recommendation to you.

We will offer an **advised sales service** which means we will provide advice and make a recommendation for you after we have assessed your specific needs and circumstances.

The process we will follow to ensure that you obtain the most appropriate advice and high levels of service;

- **Non-investment protection contracts** - We will provide you with advice after assessment of your personal circumstances and needs
- **General insurance contracts** – we will provide you with advice after we have assessed your demands and needs for a particular type of insurance

MODE OF COMMUNICATION

We will enter into communication with you through whatever means are convenient to you and us, including face-to-face, telephone, e-mail and other acceptable electronic communication methods.

Our communications will ordinarily be in **English** both in respect of oral and written communications. We are required by our regulators (the FCA) to keep records of any telephone conversations or other electronic communications with our clients in relation to the arranging of transactions in investments that are categorised as financial instruments

The Costs of our Services Mortgages None Investment Insurance contracts

Examples of costing

A flat fee of £99 will become payable upfront. The initial fee is to cover the cost of initial advice and administration costs. The balance is only payable upon completion of the mortgage therefore no fees can be refunded as they will not have been paid. This fee will be paid directly by you at the above time, unless it is your wish to add our fee to your mortgage loan.

- A flat fee of £995 that will become payable on successful completion of your Purchase We will also be paid a procurement fee by the lender for processing your mortgage through their specific systems.
- A flat fee of £1195 that will become payable on successful completion of your Re-mortgage We will also be paid a procurement fee by the lender for processing your mortgage through their specific systems.
- A flat fee of £1,895 that will become payable on successful completion of your RTB We will also be paid a procurement fee by the lender for processing your mortgage through their specific systems.
- No fee for assistance with product transfer. We will also be paid a procurement fee by the lender for processing your mortgage through their specific systems.

Non-Investment Protection and General Insurance Contracts

We do not charge a fee for these services as we will normally receive commission from the policy provider.

Our Ethical Policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- be open, honest and transparent in the way we deal with you;
- not place our interests above yours;
- communicate clearly, promptly and without jargon;
- Seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

Cancellation rights

Certain protection and insurance contracts allow you the right to cancel after a contract has been put in force. Prior to you entering into a contract of protection or insurance we will provide you with specific details should this apply to include: its duration; conditions, practical instructions and any costs for exercising it, together with the consequences of not exercising it

Instructions

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing.

Complaints

If you wish to register a complaint, please write to 24-7 Mortgages

In writing: 24-7 Mortgages The Business Village - Innovation Way - Barnsley S75 1JL

By phone: 07973314493

By e-mail: info@24-7mortgages.co.uk A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service

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Compensation Scheme

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business and the circumstances of the claim. Most types of mortgage business are covered up to a maximum limit of £85,000, whereas protection and insurance business is covered for 90% of the claim, without any upper limit. Further information about this compensation scheme arrangement is available from the FSCS.

Data Protection

Privacy Terms and Disclosure

The information you have provided is subject to the General Data Protection Act 2018. (The Act) By signing this document, you consent to us or any company associated with us, for example, product providers or platforms we use to provide you with our services, processing your personal data, both manually and by electronic means.

Your data will be used for the sole purpose of providing financial advice, administration and Management.

“Processing” includes obtaining, recording or holding information or data, transferring it to other companies associated with us, such as product providers, the FCA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

In order to provide services to you we may be required to pass your personal information to parties located outside of the European Economic Area (EEA) in countries that do not have Data Protection Laws equivalent to those in the UK Where this is the case we will take reasonable steps to ensure the privacy of your information.

The information provided may also contain sensitive personal data for the purposes of the Act, including information that relates to your physical or mental health or condition; the committing or alleged committing of any offence by you; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on 07973314493 or in writing at 24-7 Mortgages – The Business Village Innovation Way, Barnsley S75 1JL

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

If we provide you with financial advice, your data will be kept in accordance with FCA regulatory expectations, which in some cases mean the duration could be indefinite. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data that is held by us.

You will **not** be charged for us supplying you with such data; however we do reserve the right to apply a 'reasonable fee' where requests are deemed excessive.

We will respond to your request as soon as possible and within the maximum time frame of one month.

2. Data Processing

1. Your data will be lawfully and fairly processed in a transparent manner.
2. Your data is collected on the grounds of explicit and legitimate purposes only.
3. We will only ask for your data when necessary, explain if data will be shared and how long it will be kept.
4. Your data will be accurate, kept up to date and erased, without delay, should your data no
5. longer be required for the purposes to be processed.
6. Your data will only be retained as long as necessary.
7. Your data will be secure.

3. Rights of the client

The points below clearly set out the rights each client is entitled to. Please ask us for an explanation of each, should you wish to have more information.

1. The right to be informed.
2. The right of access
3. The right to rectification.
4. The right to erasure
5. The right to restrict processing

- 6. The right to data portability
- 7. The right to object.
- 8. Rights to automated decision and profiling.

4. Right to complain

In rare occasions where you believe your data has been wrongfully processed, stored or handled, you have the right to raise a concern with the Information Commissioner’s Office (ICO).

Details on how to do this can be found here: <https://ico.org.uk/for-the-public/raising-concerns/>

5. Communication and Marketing Preferences

Occasionally, we may send you marketing/promotional communications via email, telephone or the post. Recipients will be carefully selected, and information will only be sent where we feel it to be appropriate.

Please print your initials next to your choice below:

<p>I wish to opt IN to receiving communications or marketing material electronically or through the post</p>	
<p>I wish to opt OUT to receiving communications or marketing material electronically or through the post.</p>	

I hereby give consent to 24-7 Mortgages for my personal data to be processed in accordance with the General Data Protection Regulations (GDPR) and in relation to the purposes described in

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by

CLIENTS CONSENT

This is our standard client agreement upon which we intend to rely. For your own benefit and protection, you should read the terms carefully before signing, as by signing you consent to the terms contained within. If there are any terms within this agreement that you do not understand, please ask for further information. The Client Agreement will come into effect from the date of acceptance of this agreement, which will be confirmed

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

Anti-money laundering

We may be required to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

Law

This client agreement is governed and shall be construed in accordance with **English** Law and the parties shall submit to the exclusive jurisdiction of the **English** Courts.

Force Majeure

24-7 Mortgages shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

DECLARATION

This is our standard agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

Please tick this box if you do not consent to us or any company associated with us processing any such sensitive data.

Please tick this box if you do not wish for us or any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.

I/We are aware of the costs of the services and agree to the amount and timing of these. My/Our preferred method of paying these costs is (please tick as appropriate);

By direct payment

(Where possible) **By inclusion on the mortgage loan**

You must be aware that adding our fees to the mortgage loan will increase the total amount you pay over the term of that loan as the lender will apply their interest charges to this amount

Client 1. name		Client 2. name	
Client 1 Signature		Client 2 Signature	
Date		Date	

