



MORTGAGES

YOUR MORTGAGE IS OUR PRIORITY

24-7 Mortgages Are Committed To Treating Our Customers Fairly

At 24-7 Mortgages, we are committed to offering our clients the highest possible standards of service. By doing business this way we are pleased to support the Financial Conduct Authority initiative to

“TREATING CUSTOMERS FAIRLY”

OUR COMMITMENT TO YOU

- Provide you with clear information about the products and services we offer, including fees and charges
- Ascertain your individual needs, preferences and circumstances before recommending a mortgage or any other product
- Only recommend a mortgage or any other product that we consider suitable for you and that you can afford the recommended product, and will always recommend the most suitable from the available options
- Not recommend a mortgage if we can't find one we consider suitable
- Encourage you to ask if there is anything you don't understand
- Give you access to a formal complaints procedure should you become unhappy with our service

HOW YOU CAN HELP 24-7 Mortgages

- Tell us as much as possible about your income and outgoings, to enable us to properly assess how much you can afford
- Let us know about changes that might affect your ability to repay the mortgage or any other products
- Let us know if there is any aspect of our service, or of a product we have discussed or recommended that you don't understand
- Please tell us if you think there is any way we can improve our service

Finally thank you very much for giving 24-7 Mortgages the opportunity to undertake this work on your behalf.

24-7 Mortgages, The Business Village Innovation Way Barnsley S75 1JL is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 474912. You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768..