



Insurance & Mortgage services and costs

24-7 Mortgages
129 Wingfield Road
Barnsley
S71 3PW
Tel: 0800 652 1646
Mob: 07973314493

1. Authorisation

24-7 Mortgages is Authorised and Regulated by the Financial Conduct Authority (FCA) Registration number is 474912.

The FCA regulates financial services in the UK and you can check out authorisation and permitted activities on the Financial Services Register by visiting the FCA's website

<https://www.fca.org.uk/firms/financial-services-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

2. Whose products do we offer?

Mortgages



We offer a comprehensive range of first charge mortgages including deals you can only obtain by going direct to a lender such as product transfers. 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

Insurance

We offer Term Assurance, Mortgage Payment Protection Insurance, Critical Illness, Health Insurance, Buildings & Contents Insurance products and other types of non-investment insurances please ask us for a list of the providers

3. Which service will we provide you with?

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 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.

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.

Insurance - Personal Recommendations

We will make a personal recommendation after we have assessed your needs and circumstances for Non-investment protection contracts and General Insurance contracts. We can only offer products based on an analysis of a limited number of Insurers for all types of non-investment insurance contracts.

A list of the insurers we offer products from is as follows: -

- Zurich
- Legal & General
- Liverpool Victoria
- Aegon
- Aviva
- British Friendly
- Vitality
- Old Mutual Wealth
- Scottish Provident
- AIG
- Scottish Widows

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

Examples of costing - Mortgage

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.

- A flat fee of £995 that will become payable on successful completion of your Purchase. We will also be paid a procuration 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 procuration fee by the lender for processing your mortgage through their specific systems.

- A flat fee of £1,995 that will become payable on successful completion of your RTB We will also be paid a procuration 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 procuration fee by the lender for processing your mortgage through their specific systems.

Rejected initial advice

Should any advice given be rejected by a customer, in part or completely, and that customer subsequently requests a different mortgage of their own choice to be arranged, which we do not believe is appropriate for the customer, we will advise the client why we believe this to be the case. If the customer still chooses to proceed, we will act on the customer's specific instructions, subject to the relevant FCA's requirements being met. We will tell you how much the total fee will be before you apply for a mortgage, but you may ask for this information earlier.

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Lenders will be required to make a binding offer. Once a binding offer is issued, consumers will have a 'reflection period' of at least 7 days to consider whether to accept the offer.

Insurance

You will pay for our services on the basis of:

We arrange the policy with the insurer on your behalf. You do not pay us a fee for doing this. We receive commission from the insurer which is a percentage of the premium you pay to the insurer, which will be paid to us after the policy has started.

5. Refund of fees

Once your mortgage application has been submitted, if the lender rejects your mortgage application, **you will receive no refund**. 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.

6. What will happen if you cancel any insurance contract

You will pay for our services on the basis of:

If you cancel any insurance contract that we have arranged for you where we have been paid by commission, we will charge you a fee to pay for the services that have already been provided to you. This amount will be to replace any commission reclaimed by the Insurer. There will be no fee charged for any insurance contracts cancelled during the statutory cooling off period of any plans arranged for you.

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

7. 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.

8. What to do if you have a complaint

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

In writing : 24-7 Mortgages, 129 Wingfield Road, Barnsley S71 3PW

By phone: 0800 652 1646

By e-mail: kevin@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.

9. 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. Most types of investment business are covered up to a maximum limit of £85,000, whereas insurance business is covered for 90% of the claim, without any upper limit.

Mortgage advising and arranging is covered up to a maximum limit of £85,000.

Long term insurance benefits (e.g. Life Assurance)

The maximum level of compensation for claims against firms declared in default in 100% of the claim with no upper limit.

General Insurance

General insurance advice and arranging is covered for 90% of the claim with no upper limit.

Protection is at 100% where claims arise in respect of compulsory insurance (e.g. employer's liability insurance), professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder.

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

Further information about the compensation scheme arrangement is available from the FSCS.

10. Anti-Money Laundering

We are 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.

Data Protection

Privacy Terms and Disclosure

The information you have provided is subject to the General Data Protection Act (GDPR) 2018. 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 proceeding 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 – 129 Wingfield Road, Barnsley, S71 3PW.

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 legitimate purposes. 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 destructive 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 deemed excessive.

We will respond to your request as soon as possible and no later than one calendar month.

Data Processing

We will ensure that we are accountable and are able to demonstrate that data processing only occurs within the following principles:

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

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.

- The right to be informed
- The right of access
- The right to rectification

- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights to automated decision and profiling

Right to Complain

On 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/your-data-matters/raising-concerns>

Communication and Marketing Preferences

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

Please indicate **YES** or **NO** in the box below:

I wish to opt IN to receiving communications or marketing material.	
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If you consent to **24-7 Mortgages contacting**, you for this purpose please tick to say how you would like us to contact you:

Post

Email

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 transaction effected before termination and a due proportion of any period charges for services shall be settled to that date.

Commencement of Client Agreement

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 interview, 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 DECLARATION

This is our standard agreement upon which we intend to rely. For your own benefit and protection, you should read this document carefully before signing it. 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 from 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 Signature		Client2 Signature	
Date		Date	

Adviser Signature		Date	
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List of Lenders

Accord Mortgages	Cambridge Building Society	Ipswich Building Society	Newcastle Building Society
Aldermore Bank PLC	Chelsea Building Society	Kensington Mortgages	Norwich & Peterborough Building Society
Amber Home loans Ltd	Cheltenham & Gloucester plc	Leeds Building Society	Paragon Group
Atom Bank	Clydesdale Bank plc	Lloyds Bank plc	Platform
Bank of Ireland	Coventry Building Society	Manchester Building Society	Precise Mortgages
Bank of Scotland	Darlington Building Society	Metro Bank PLC	Principality Building Society
Barclays	Furness Building Society	Yorkshire Bank	Santander UK plc
Barnsley Building Society	GE Money Home Lending Ltd	Mortgage Trust plc	Skipton Building Society
Bradford & Bingley plc	Godiva Mortgages Limited	Yorkshire Building Society	The Mortgage Works
Britannia	HBOS plc	Nationwide Building Society	The Royal Bank of Scotland Plc
Buckinghamshire Building Society	Hinckley and Rugby Building Society	NatWest Bank	The Royal Bank of Scotland Plc
Together	Virgin Money plc		