

## The Key Facts about our services and costs.

### Our Office Details

Applications Department, Metropolitan House, Potters Bar, Hertfordshire. EN6 1AG

#### 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document has been designed to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

#### 2. Whose Insurance products do we offer?

We offer products from a range of insurers for Term Assurance, Critical Illness, Private Medical Insurance, Buildings, Contents & Car Insurance and Mortgage Payment Protection.

#### 3. Whose Mortgage products do we offer?

We offer mortgages from the whole market.

#### 4. Which Insurance service will we provide you with?

We will advise and make a recommendation for you after we have assessed your needs for all types of non-investment insurance contracts we deal with.

#### 5. Which Mortgage service will we provide you with?

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

#### 6. What will you have to pay us for our Insurance services?

**No fee** for advising and arranging mortgage protection, term, permanent health, mortgage sickness and redundancy, private health and household insurances.

**We will receive commission from providers for our work.**

#### 7. What will you have to pay us for our Mortgage services?

**No Completion Fee. We will be paid by commission from a mortgage lender.**

An upfront client Commitment Fee may be payable in some circumstances to allow us to dedicate processing time to individual clients, if this is applicable to you and this transaction you will be advised of this in our upfront brief quotation.

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

#### **Refund of fees**

Our fees once paid are deemed earned regardless of the outcome of the transaction.

**All fees** when charged are **not** refundable in any event.

## **8. Who regulates us?**

Mortgage Shop London Ltd of Applications Department, Metropolitan House, Potters Bar, Hertfordshire. EN6 1AG is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 487703.

Our permitted business is advising on and arranging non-investment insurance contracts and mortgages. You can check this on the FCA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

## **9. What to do if you have a complaint?**

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

Mortgage Shop London Ltd, Back Office, Metropolitan House, Potters Bar, Hertfordshire. EN6 1AG

Or by calling us on 0871 362 0871

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

## **10. 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.

Insurance:

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Mortgages:

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

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

## **11. DATA PROTECTION ACT 1998 – OUR USE OF YOUR PERSONAL INFORMATION**

As you are aware, the Internet is the most perfect method of communication. As an Internet based company to safeguard the interests of consumers and other persons purchasing and being advised about financial products and in use of their personal data we make certain that you have all the information required to be able to understand how we work for you. If instructed to assist you, our systems collect data from first instance right through to a transactions completion by automated and manual requests for information. We will also be collecting data about you and your family from other persons. We collect the data through note taking and the filling in of questionnaires/fact finds about you and your family's circumstances.

We may make checks with credit rating agencies and institutions with whom you have policies of insurance, investments and with your current and previous mortgage provider/s, this will be with your notification. The scope and extent of the gathering of information from third parties depends on what type of service you have enquired about. It has been disclosed to you that we are an independent distributor of financial and other insurance products via the World Wide Web, usually based within the UK however also in Europe and occasionally we could utilise facilities in other places in the world. The service we provide to you is compliant with the data regime globally. Your data will therefore be passed by us at times onto third parties. This is a compliant process as we utilise large secure data systems and comprehensive technology that monitors and ensure utmost high standards in data security.

**How is your information used?**

Primarily, we use your data and data about you and your family's circumstances to provide access to you and complete transactions on your behalf with other organisations utilising this data to maintain and develop our relationships with clients and partners. We may pass your data to other companies to enable us to provide suitable advice and services most suited to your circumstances. Usually, this would be referrals to professionals, legal companies, tax advisers and sometimes to specialist advisers in the financial and insurance industries where we need to ensure that your needs are best served. We, and any third party specialist advisers to whom we introduce you, will, of course, pass your data to Institutions if you agree to purchase or amend policies and products as part of their sales and advice process.

**Our Terms Of Business** is found at <http://www.mortgageshop.com/tob.pdf>