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**mortgage beaters ltd****Lansdowne house . city forum . 250 city road . London . ec1v 2qz**

Telephone: 0870 99 88 777 Fax: 0870 99 88 666

[www.MortgageBeaters.co.uk](http://www.MortgageBeaters.co.uk)

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**1. The Financial Services Authority (FSA)**

The FSA is the independent watchdog that regulates financial services. This document has been designed by the FSA to be given to consumers considering buying certain financial products. Use this information to decide if our services are right for you.

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

- We offer products from a range of insurers for pure protection plans.
- We only offer products from a limited number of insurers.
- We only offer products from Payment Shield for home insurance (both buildings and contents) and payment protection insurance.

**Mortgages**

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders.
- We only offer mortgages from a single lender

**3. Which service will we provide you with?****Insurance**

- We will advise and make a recommendation for you after we have assessed your needs for pure protection plans, home insurance and payment protection insurance.
- You will not receive advice or a recommendation from us for pure protection plans. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

**Mortgages**

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

#### 4. What will you have to pay us for this service?

##### Insurance

- A fee
- No fee for pure protection plans, home insurance and payment protection insurance.

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

##### Mortgages

- No fee. We will be paid commission from the Lender.
- Fixed fee, A fixed fee of £150 is payable on application for the mortgage and we will be paid commission from the lender on completion
- A fee of up to 0.5% of the mortgage advance paid on completion. On a mortgage of £100,000 a 0.5% fee would be £500. We would also receive commission from the lender.

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

##### Refund of fees

If we charge you a fee, and your mortgage does not go ahead, you will receive:

- A full refund.
- A full refund less the application fee of £150 if the application does not proceed
- No refund in all other circumstances.

#### 5. Who regulates us?

- Mortgage Beaters Ltd Lansdowne House, City Forum, 250 City Road, London. EC1V 2QZ is authorised and regulated by the Financial Services Authority. Our FSA Register number is 301489.
- Our permitted business is to advise on and arrange mortgages and general insurance.
- You can check this on the FSA'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.

#### 6. What to do if you have a complaint

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

- in writing Write to: Compliance Officer at Mortgage Beaters Ltd, Lansdowne House, City Forum, 250 City Road, London. EC1V 2QZ.
- by phone Telephone: 0870 99 88 777

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

#### 7. 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 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

##### Mortgages

Mortgage advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

Further information about compensation scheme arrangements is available from the FSCS