

keyfacts

about our lifetime mortgage services

Units 1B & 5B
Kemps Quay Industrial Park
Quayside Road
Southampton
Hants
SO18 1BZ



1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose mortgages do we offer?



We offer lifetime mortgages from the whole market

3. Which service will we provide you with?



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 you 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?



A fee of £150 when you apply for your lifetime mortgage. We will also be paid by a commission by the lender

Or, you may choose to pay us



A fee of £500 payable when you apply for your lifetime mortgage and an additional fee of 2.00% of the value of your lifetime mortgage on completion. For example, for a lifetime mortgage of £50,000, the fee payable on completion would be £1000. If you choose this option, we will pay to you any commission we receive from the lender.

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

An explanation about fees:

We are an Independent Mortgage Broker, and as such, we have to offer you the option of paying us a fee for our service and nothing else. However, we have assumed that you wish to take advantage of our fee and commission option, and have therefore only ticked this box. If you wish to pay us a fee only and have us pay to you any commission we receive, please let us know. Whatever you choose, the Key Facts illustration will always show the amount of commission we will receive, and where this is more than the amount you would have to pay under the fee only option, we will advise you of this in writing.

5. Refund of fees

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



A full refund if the lender rejects your application



No refund if you decide not to take out a lifetime mortgage

6. Who regulates ?

The Mortgage Warehouse (GB) Ltd is authorised and regulated by the Financial Services Authority. Our FSA number is 302014

Our permitted business is advising on and arranging regulated mortgages

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/ or by contacting them on 0845 606 1234

7. What to do if you have a complaint

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

.....in writing Write to The Mortgage Warehouse (GB) Ltd, Units 1B & 5B, Kemps Quay Industrial Park, Quayside Road, Southampton, Hants SO18 1BZ

.....by phone Telephone 023 8022 6045

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

8. 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.

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.

Message from the Financial Services Authority

Think carefully about this information before deciding whether you want to go ahead.

If you are at all unsure about which lifetime mortgage or home reversion scheme is right for you, you should ask your adviser to make a recommendation