



Terms of Business

CONFIRMATION OF MY ADVICE AREAS

| Mortgages | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | We will advise and make a recommendation for you after we have assessed your needs. |
| <input type="checkbox"/> | 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. |
| Insurance | |
| <input checked="" type="checkbox"/> | We will advise and make a recommendation for you after we have assessed your needs for Life Assurance, Critical Illness Cover, Income Protection Insurance, Mortgage Payment Protection Insurance, Home Insurance, and Private Medical Insurance. |
| <input type="checkbox"/> | 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. |

CONFIRMATION OF WHOSE PRODUCTS I OFFER

| Mortgages | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | We offer a comprehensive range of mortgages from across the market. |
| <input type="checkbox"/> | We only offer mortgages from a limited number of lenders. |
| <input type="checkbox"/> | We only offer mortgages from a single lender |
| Insurance | |
| <input checked="" type="checkbox"/> | We offer Life Assurance, Critical Illness Cover, Private Medical Insurance, Income Protection Insurance, Mortgage Payment Protection Insurance, Whole of Life Assurance and General Insurance products from a range of insurers. |
| <input type="checkbox"/> | We offer Life Assurance, Critical Illness Cover, Private Medical Insurance, Income Protection Insurance, Mortgage Payment Protection Insurance, Whole of Life Assurance and General Insurance products from a panel of leading insurers. Ask us for a list of insurers we offer insurance from. |

WHAT YOU WILL PAY FOR OUR SERVICES

| Mortgages | |
|---|--|
| <input checked="" type="checkbox"/> | <p>A fee is payable for our standard services when the mortgage has been offered by the lender as follows:</p> <p>£300 for a standard case</p> <p>£595 for a case that is more complicated, for example involving adverse (poor credit history), lending into retirement, debt consolidation etc.</p> <p>This fee is for advice, research, recommendation, implementation (e.g. application, administration of arranging the loan). We will also be paid by commission from the lender.</p> <p>In some cases we may charge a fee up front for research on especially difficult cases. The maximum fee for this would be £300.</p> <p>You will be notified in writing which fee applies to your case.</p> |
| <input checked="" type="checkbox"/> | <p>You could pay a Lifelong Advice Fee of £795 and then pay no further fees for any future mortgage business that we undertake for you. We will also be paid by commission from the lender.</p> |
| <input checked="" type="checkbox"/> | <p>Lifetime Mortgages (Equity Release) - A fee of £995 is payable when the mortgage has been offered by the lender. This fee is for advice, research, recommendation, implementation (e.g. application, administration of arranging the loan). We will also be paid by commission from the lender.</p> |
| <p>You will receive a key facts illustration when considering a particular mortgage, which will tell you about any fees relating to it.</p> | |
| Insurance | |
| <input type="checkbox"/> | <p>A fee.</p> |
| <input checked="" type="checkbox"/> | <p>No fee for Life Assurance, Critical Illness Cover, Private Medical Insurance, Income Protection Insurance, Mortgage Payment Protection Insurance, Whole of Life Assurance and General Insurance. We will be paid by commission from the provider.</p> |
| <p>You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.</p> | |
| Refund of Mortgage fees | |
| <p>If we charge you a fee, and your mortgage does not go to offer stage, you will receive:</p> | |
| <input type="checkbox"/> | <p>A full refund if the lender rejects your application.</p> |
| <input checked="" type="checkbox"/> | <p>No refund if you decide not to proceed</p> |
| <p>You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.</p> | |

Insurance Advice

In respect of any regular premium policy which we have arranged for you, should you subsequently cease to pay premiums on the policy and in consequence we are obliged to refund the commission that has been paid to us, we reserve the right to charge you a fee representing the amount we have to repay, for a period of up to four years after commencement of the policy. We will confirm the exact amount that will need to be repaid by you and the timescale over which it will need to be repaid in the suitability report we will send you when a recommendation is made. This fee will not exceed £495.

We will not charge any such fee if you exercise your right to cancel in accordance with any cancellation notice sent to you by the life insurance company.

Ongoing Services

Communication - In order to provide you with a high quality service we may want to contact you regarding items we consider are of interest to you, or to make you aware of new opportunities. We will make reasonable endeavors to contact you, if your contact details do change please contact us so that we can update our records accordingly. Please be aware that should we not be able to review your mortgage before the end of any special term, this may result in you paying considerably more for your loan.

Mortgages - If we do not review your borrowing, you may end up paying more than you need to for your loans. We aim to contact you before any special terms of your mortgage expire. Ideally this will be 3-6 months beforehand. We encourage you to contact us should your financial circumstances change in the meantime.

Protection - It is important to ensure your current protection plans and provisions remain in line with your objectives. If you wish, we can review this once a year with you at no cost.

OTHER IMPORTANT INFORMATION WE FEEL YOU OUGHT TO KNOW

Client Money Peace of Mind

We do not handle Client Money. We never handle cash and will only accept a cheque made out to us in settlement of Advice and Service Charges. Our preferred method of payment is via bank transfer.

Our Regulator - The Financial Conduct Authority

Mortgage Select is a trading name of Mortgage Select (SW) Ltd. which is directly authorised and regulated by the Financial Conduct Authority.

Mortgage Select (SW) Ltd.'s FCA Register number is 456022.

You can check this on the FCA's Register by visiting the FCA's website <https://register.fca.org.uk/> or by contacting the FCA on 0845 606 1234.

If You Are Not Happy With Our Service

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

By phone: Telephone 01823 323600.

In writing: Complaints Department, Mortgage Select, 3 Discovery House, Cook Way, Bindon Road, Taunton, TA2 6BJ.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (e.g. if we arranged insurance or a regulated mortgage product).

Alternatively, where your complaint relates to products or services purchased online, or by other electronic means such as email, you may refer your complaint to the online dispute resolution platform at <http://ec.europa.eu/odr>.

You should note that if your Buy-to-Let Mortgage is not regulated by the FCA, you will NOT be entitled to refer the complaint to the Financial Ombudsman Service.

Client Classification Levels For Your Protection

The FCA has rules which affect the rights you have as a client.

We classify all our individual clients as 'retail' clients. As a retail client you have rights under the Financial Ombudsman Service (FOS) and the Financial Services Compensation Scheme (FSCS).

There are other classifications of client that don't have these rights. These are "professional" clients - such as listed companies, local authorities and larger partnerships or trusts. Also "eligible counterparties" (e.g. national governments and other state bodies, banks or regulated financial services firms).

If you have any questions regarding your classification (e.g. if you are a large company), please write to Mortgage Select, 3 Discovery House, Cook Way, Bindon Road, Taunton, TA2 6BJ or to the Financial Ombudsman Service and FSCS.

Financial Services Compensation Scheme (FSCS) Current limits

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, i.e. it differs for investments, insurance, mortgages and bank accounts.

- 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 limit of £50,000.
- Investment: Most types of investment business are covered up to a limit of £50,000.

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

The Data Protection Act 1998

The personal information you provide will assist your financial adviser in offering you the best advice as required by the Financial Services and Markets Act 2000. The personal data you provide will be used and stored in accordance with the Data Protection Act 1998. To

understand exactly what data we hold, why we hold it and your rights under the Data Protection Act 1998 our Fair Processing Notice can be viewed at www.mortgageselectsw.co.uk.

Your Duty of Disclosure

Any financial advice we provide will be based on your personal financial circumstances and objectives. It is important that the information you give us is both accurate and a true reflection of your current circumstances.

It is your responsibility to provide complete and accurate information to a provider (a provider being for example, an organisation that provides insurance, mortgage, or investment related plans).

It is important that all statements made on any proposal form, or on any additional documentation are full and accurate.

Please be aware that if you fail to disclose any relevant information, or any change of circumstances to a provider, then the terms of your desired plan may be invalidated (e.g. an insurance claim may not be paid). We strongly recommend that the information you provide is checked thoroughly prior to submission.

Clients Consent

These are our standard Terms of Business upon which we intend to rely. For your own benefit and protection you should read the terms carefully before signing, as by signing you consent to the terms contained within, including the authorisation to transfer information between parties as described above. If there are any terms within this agreement that you do not understand please ask for further information. The Terms of Business will come into effect from the date of acceptance of this agreement, which will be confirmed by the date provided in the 'date of signature' below, unless otherwise stated.

Individual note if applicable _____

Client Name(s) _____

Client Signature(s) _____

Date of Signature(s) _____

Date of issue _____