


keyfacts

about our services and costs

Mortgage **ConneXion** 

Independent Mortgage Brokers

Mortgage Connexion Ltd, Sebright House, 76 High Street, Markyate, Herts, AL3 8LF

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. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2 Whose products do we offer?

Mortgages

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders. Ask us for a list of the lenders we offer mortgages from.
- We can only offer mortgages from a single lender.

Insurance

- We offer products from a range of insurers for general insurance.
- We only offer products from a limited number of insurers for life cover. Ask us for a complete list of the insurers we offer insurance from.
- We only offer products from a single insurer Paymentsshield for Payment Protection and Building and Contents insurance.

Some of the life insurance companies we offer life insurance products from are AXA, Bright Grey, AVIVA, Friends Provident and Scottish provident. Paymentsshield is underwritten by Royal and Sun Alliance for Buildings and Contents insurance and underwritten by AVIVA for Payment Protection insurance.

3 Which services will we provide you with?

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 need to make your own choice about how to proceed.

Insurance

- 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 for life insurance, Payment Protection and Building and Contents insurance. We may ask some questions to narrow down the selection of products that we will provide details on. You will need to make your own choice about how to proceed.



4 What will you have to pay for our services?

Mortgages

- No fee. We will be paid by commission from the lender.
- A fee of £100 for arranging the mortgage payable at the outset and £100 when you apply for a mortgage. We will also be paid commission by the lender, or 0.30% of the loan amount payable on confirmation of the mortgage offer.

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 if the lender rejects your application.
- A refund of £100 if your mortgage falls through
- No refund if you decide not to proceed.

Insurance

- A fee of £25 for advising on Life insurance, Payment Protection and Buildings and Contents insurance.
- No fee for Life insurance, Payment Protection and Buildings and Contents insurance. We will be paid by commission from the insurer.

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

5 Who regulates us?

Mortgage Connexion Ltd, Sebright House, 76 High St, Markyate, St Albans, Herts, AL3 8LF is authorised and regulated by the Financial Services Authority. Our FSA Register number is 302295.

Our permitted business is arranging and advising on mortgages and general insurance.

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

6 Loans and ownership

Mortgage Connexion Ltd is wholly owned by Roman and Claire Gajecyj.

7 What to do if you have a complaint

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

...in writing Mortgage Connexion Ltd, Sebright House, 76 High St, Markyate,
St Albans, Herts, AL3 8LF

...by phone 01582 849455

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.

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.

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.

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

