



TERMS OF BUSINESS

WHO ARE WE AND WHAT WE DO?

One 77 Mortgages Ltd prides itself on providing our customers with quality mortgage and protection advice. We offer a comprehensive range of first charge mortgage products from across the market, which means that we can find the right solutions for your individual needs. We will deal with your mortgage from an initial consultation right the way through to completion. We will also on your behalf liaise with your lender, solicitor and estate agent to ensure a prompt completion of your transaction.

At One 77 Mortgages Ltd you are an important individual and we promise to deal with you in a friendly, professional and suitable manner throughout the whole mortgage process.

One 77 Mortgages Ltd are authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent regulator of financial services in the United Kingdom. One 77 Mortgages Ltd is entered on the Financial Services Register (www.fca.org.uk/register) under reference 753474.

What can we do for you?

Our mainstream service is to act on your behalf for the purpose of arranging and advising on the following:

- Personal and Family Protection, for example a Life Assurance or Critical Illness Plan.
- Mortgages, including Buy-to Let.
- General Insurance, for example Buildings and Contents.

For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs and objectives. Following our research, we will provide a personal recommendation(s) for you to consider. With your agreement we will then implement our recommendation(s) and arrange any products on your behalf. We will ultimately act in your best interests at all times.

IMPORTANT INFORMATION

Before you consider our services in more detail we would like to draw your attention to the following important information:

What can we do for you?

1. We will collect and store your personal and financial information which will be handled in accordance with our Customer Privacy Statement. We will also collect information from third parties such as employers and credit reference agencies, fraud prevention agencies and other organisations that may include sensitive personal data about your health, ethnic origin or criminal prosecutions.
2. We will use your personal information to provide our services to you and this may require us to pass your personal information to product providers or other financial firms.
3. We will use your personal information to inform you about similar products or services that we provide.
4. We may be required to pass on your personal information to the Financial Conduct Authority (FCA), Financial Ombudsman Service (FOS) or the Financial Services Compensation Scheme (FSCS) to help with an investigation or complaint or other authorities as required by law.

5. We will treat the provision of information by you to us, as confirmation that you have read and understood the basis upon which we are providing our services to you, as explained in this document.
6. Calls may be recorded for training and monitoring purposes.

We will not advise you if you are experiencing difficulties managing debts.

INFORMATION ABOUT OUR MORTGAGE SERVICES

Whose products do we offer?

We offer a comprehensive range of mortgage products from across the market for first charge mortgages. We do not offer deals that you can only obtain by going direct to a lender but we are able to access some exclusive deals you can't get by going direct.

For those seeking to increase their existing borrowing, alternative finance options may be available and more appropriate for your needs. For example, a further advance from your existing lender, a second charge or an unsecured loan (e.g. a personal loan).

How much will you have to pay for our services?

We do not charge a fee for advice and arranging a Mortgage. We will receive commission from the Lender and the amount of commission we receive will vary depending on the type of Mortgage and the term of the Mortgage.

We will tell you how much commission we expect to receive before we transact business for you. You will receive a personalised illustration when considering a particular mortgage. This will highlight the key facts about the mortgage product including any fees relating to it.

We can supply a full list of the commissions payable from the lenders that we deal with.

INFORMATION ABOUT OUR INSURANCE SERVICES

Whose products do we offer?

Personal and Family Protection

We offer a comprehensive range of Protection products from across the market of insurers for Life Assurance, Critical Illness Cover, Family Income Benefit and Income Protection. We can also offer Business Protection.

General Insurance

We offer products from a range of insurers for Buildings & Contents and Landlords Insurance. Ask us for a list of the insurers we offer insurance from.

We only offer Accident, Sickness & Unemployment Insurance from Covea Insurance.

How much will you have to pay for insurance services?

We do not charge a fee for advice and arranging an insurance product. We will receive commission from the insurer. The amount of commission we receive will vary depending on the type of contract, term of the cover and the premium amount.

We will tell you how much commission we expect to receive before we transact business for you. You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy we arrange for you.

INFORMATION ABOUT OUR OTHER RELATED SERVICES

Credit Broking

We are also Credit Brokers. This means that if you require a loan other than a mortgage (e.g. a personal loan) we can refer you to a specialist third party who can discuss your specific needs with you. We will not advise you on this type of borrowing and you will need to make up your own mind whether to go ahead with it or not.

Other Specialist Services

We have access to support services and specialist expertise. Where it is in your best interest we may offer to refer you to another firm for specialist services. We may receive a referral fee for such an introduction.

With your permission, the other firm may carry out research on our behalf or alternatively advise you directly.

Other benefits we may receive

Some of the firms whose products we recommend provide us with access to training and software which allows us to offer you a better service. Some of the costs of these benefits may be passed onto you as part of the total charges you pay, should you choose to purchase a product from one of these firms. Further information regarding these arrangements is available on request.

Commercial Mortgages - Whose products do we offer?

We are not limited in the range of commercial mortgages we will consider for you.

How much will you have to pay for our commercial mortgage services?

If you choose to proceed with our recommendation and the mortgage goes ahead, we will be paid commission from the lender for arranging the mortgage on your behalf. You will receive a personalised illustration when considering a particular commercial mortgage. This will highlight the key facts about the mortgage product, including any fees relating to it.

Commercial Mortgages are not regulated by the Financial Conduct Authority (FCA)

WHAT HAPPENS IF YOU HAVE A COMPLAINT?

If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint, is available upon request.

If you would like to make a complaint please contact us either in writing to: **Kevin Brown, Compliance Director, One 77 Mortgages Ltd, B2 Methuen South, Methuen Park, Chippenham, Wiltshire. SN14 0GT**, by emailing complaints@one77fs.co.uk or by telephone: **01225 667179**.



If we are unable to settle your complaint or you are unhappy with our response, you may be able to refer it to the Financial Ombudsman Service (FOS). Further information about the FOS is available from their website: www.financial-ombudsman.org.uk or by calling them on **0800 0234567**

ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME?

Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:



Long Term Insurance Contracts:

Arranging and advising on long term insurance contracts (e.g. a life insurance or critical illness policy) is covered for 100% of the claim without upper limit.

General Insurance Contracts:

Arranging and advising on compulsory classes of insurance (e.g. employers liability), professional indemnity insurance, and general insurance contracts that pay out on death or incapacity due to injury, sickness, or infirmity (e.g. an accident & sickness policy) is covered for 100% of the claim without upper limit.

Arranging and advising on other types of general insurance contracts (e.g. Building and Contents) is covered for 90% of the claim without upper limit.

Mortgages Products:

Arranging and advising on mortgages is covered up to a maximum limit of £50,000 per person per firm. Further information about the FSCS is available from their website: www.fscs.org.uk