# TERMS OF BUSINESS
How we work.

A LITTLE MORTGAGE ADVICE

MORTGAGES MADE SIMPLE

# Solution Focused

We believe that everyone deserves no nonsense Mortgage Advice no matter what their individual circumstances are.

For first time buyers, we understand that this is a big step and we will be there to support you every step of the way. We provide guidance and advice throughout the process to make it as smooth and stress-free as possible. For home movers, we will work to reduce the anxiety that can come with such a big change.

For those looking for a mortgage with bad credit, we know that life can be unpredictable and that it can lead to people making financial decisions that don't always end up being the best for their situation.

We will work hard to help you find the solution that works best for you so that you can get back on track.

We understand that everyone can make mistakes, and we don't judge anyone for it.

We believe everyone should have a chance to make better financial decisions for their future and will work with you to help people make informed decisions and develop better financial habits.


**About this document**
This document states our terms. You need to read this important document. It explains the service we provide and the costs involved.
By continuing with this service, you are agreeing to the terms included in this document.

**How we are regulated**
A Little Mortgage Advice is a trading style of A Little Advice Lmited is an appointed representative of The Right Mortgage Limited who are authorised and regulated by the Financial Conduct Authority (FCA). You can check our details and regulatory permissions on the FCA Register online or on 0800 111 6768. Our FCA reference number is 1006474.

**Our company**
A Little Advice Limited of Unit 7a Radford Crescent Billericay, CM12 0DU trades as a Limited Company. Our Company Number is: 12215685.

**Our Service**
We offer an advised service. This means that we will provide you with a recommendation when we have assessed your needs.

**Mortgage (Home Finance) Products**
We offer a comprehensive range of first charge & second charge mortgages from across the market, but not deals that you can only access by going direct to a lender.
If you are mortgaging a buy to let property, we will only advise you on the services listed in this document. We will not provide advice on any tax or investment matters, for this you should seek advice from an authorised and qualified individual.

**Mortgage Regulation**
Some mortgages are regulated by the FCA and some are not:
·Residential mortgages are regulated by the FCA
·Buy-to let mortgages are not normally regulated by the FCA. However, some are defined as “consumer buy-to-let” - we will confirm if this applies to you.
·Commercial mortgages are not regulated by the FCA

**Additional Buy to Let Disclosures**
By proceeding with a Buy to Let Mortgage application, you are also agreeing:
-The property is being purchased wholly, or mainly for business purposes
-You have the sole intention to let the property out

-You understand that a family member cannot live in the property under any circumstances
-You understand that if you decide not to let the property, you may have to repay the loan in full or change the mortgage to a more suitable product
-You understand that it is a breach of the terms and conditions of the mortgage to live in the property and fail to inform the lender

**Increasing Borrowing on a Property**

If you are looking to increase the borrowing on a property, the following options may be right for you:
·Further advance from your existing lender
·Second charge mortgage
·A new first charge mortgage
·Unsecured lending – we do not offer advice

**What we will do**

•Act in your best interests
•Communicate clearly and in plain English
•Explain all costs involved
•Assess your needs before making a recommendation
•Review the market from our list of reputable lenders and providers to recommend the most suitable product for you

**What we will not do**

•Submit an application before conducting a full review of your circumstances and obtaining all supporting information
•Cause you to incur a credit search or incur any costs without your prior agreement
•Act without first getting your permission
•Give advice on;
Legal/conveyancing matters
Issues of taxation
Investments or pensions

**Instructions**

We will normally accept verbal or written instructions. However, we always recommend that all instructions are provided in writing for clarity.

**How we will operate**

During our initial consultation we will complete a questionnaire to enable us to understand your circumstances and your needs. This enables us to give you appropriate advice. A copy of this is available upon request.
We will conduct research to establish what products are most suitable for you and make these recommendations. This will be confirmed to you in writing.
You will also be provided an illustration detailing the recommended product.

**Your responsibilities**

You must deal with us in an honest and transparent way. Not disclosing key facts about your circumstances could impact the advice given, and could impact your ability to obtain the most suitable product. It could even void the product, such as if this non-disclosure is viewed as a fraudulent act.

If you have any doubts as to whether you should disclose a matter it is better to do so.

It is your responsibility to check that the product is as you expected, you should check all documents carefully. Please notify your adviser as soon as possible of any issues.

**Costs**

**Home Finance Products**

We have a range of fees we charge, depending on the nature and complexity of the case. These fees are as follows:

- Residential Mortgage - £199 payable when a decision in principle is requested and £495 payable on receipt of your mortgage offer.

- Buy-to-Let Mortgage - £199 payable when a decision in principle is requested and £495 payable on receipt of your mortgage offer.

- Fees for more complex residential mortgages including debt consolidation, adverse credit or non-standard properties, are £199 payable when a decision in principle is requested, and up to £1295, payable on receipt of your mortgage offer.

The exact amount to be charged on offer will depend on the complexity and work involved in your case, and will be confirmed in our accompanying fee agreement.

**Re submit**

If your original mortgage application has offered and you have paid both stage payments and, the property you are purchasing fall through or if you decided to no longer proceed with the original purchase, you will only be required to pay £200 to re-submit your new mortgage application.

**We will be paid commission by the lender; the amount due will be disclosed via the mortgage illustration.**

**Refund of fees**

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

**Complaints**

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

In writing: The Right Mortgage Limited, St John's Court, 70 St John's Close, Knowle, B93 0NH.
By phone: 01564 732 744
If you cannot settle your complaint with us, you may be able to refer it to the Financial Ombudsman Service. www.financial-ombudsman.org.uk

**Financial Services Compensation Scheme (FSCS)**

You are protected by the Financial Services Compensation Scheme (FSCS) for the service we provide.
If we are to be declared in default, in the event of any claim, you may be entitled to compensation.

For further information about the scheme, please call the FSCS or visit www.fscs.org.uk.

**How we use your data**

Full details of how we gather, store, use and process your personal data is contained in our Privacy Notice.

As part of our service, we will ask you several questions that relate to your personal and financial circumstances, including questions regarding potentially sensitive matters.

Only information that is relevant to your financial planning needs will be gathered and stored.

We will retain this information for as long as is necessary to fulfil our regulatory and legal responsibilities, including defending any future complaints. This data can also be

We will treat all your information as confidential. Steps will be taken to ensure that the information is accurate, kept up to date and only kept as required.

We have also taken measures to protect against unauthorised, or unlawful use and accidental loss or damage to the data

**Cancellation rights**
Depending on the product provided you will have different cancellation rights; these will be explained to you in my recommendation and will be included in relevant documentation.

It is your responsibility to exercise these rights as needed; we cannot do this on your behalf.

**Customer money**
We do not handle customer money. We will not accept any payment other than for the payment of our fee, and under no circumstances will we handle cash. Any third-party payments must be made to them directly.

**Call recording**
Telephone calls made to us may be recorded and used for training and/or regulatory purposes.

**Conflicts of interest**
We will not transact business where we believe this could result in a conflict of interest. Where we believe that our interests conflict, we will inform you in writing and agree with you how we can proceed.

**Declarations**
By proceeding to supply your personal details, you are agreeing:
•To the terms and conditions of this agreement
•That we may pass your information on to, any 'third parties' needed to deliver our service
•That, the lender, or insurer we approach on your behalf, may conduct a credit search

# GET IN TOUCH

## A LITTLE MORTGAGE ADVICE

*Mortgages Made Simple*

### Contact Us

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