

Our Lifetime Mortgage Services & Costs





The Financial Conduct Authority

Derbyshire Mortgage Services Limited is authorised and regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register. Our Financial Services Register number is **436257**

The Equity Release Council

Derbyshire Mortgage Services Limited is a member of the Equity Release Council and our details can be found on their register www.equityreleasecouncil.com/

Our Services

For **Lifetime Mortgages** we are independent mortgage advisers and we will recommend a lifetime mortgage product that is suitable for you following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

We will consider all products and lenders that we have access to. This means we will not consider those lenders that are only available by you going direct to them.

For **Buildings and Contents Insurance** we will recommend an insurer based on your demands and needs but this will not be based on a fair analysis of the market. The insurer we use is Legal and General.

The Costs of our Service

We charge a fee of £995 for providing advice and submitting your lifetime mortgage application. This fee becomes payable on completion. This fee may be added to the lifetime mortgage.

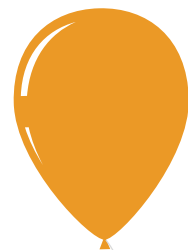
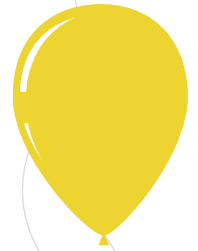
We will receive and retain any commission paid by the lender or insurer when your mortgage completes, or insurance policy is placed on risk. This amount will be confirmed by the provider in their disclosure documents.

Should you wish, you can request to view the commission rates from each of the providers we have considered at the time that we make our recommendation to you.

Our Ethical Policy

We are committed to providing the highest standard of advice and service possible. The interest of our customers is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- be open, honest and transparent in the way we deal with you;
- not place our interests above yours;
- communicate clearly, promptly and without jargon.



Cancellation rights

Certain protection and insurance contracts allow you the right to cancel after a contract has been put in force. Prior to you entering into a contract of protection or insurance we will provide you with specific details should this apply to include: its duration; conditions, practical instructions and any costs for exercising it, together with the consequences of not exercising it.

Instructions

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing.

Complaints

If you wish to register a complaint, please write to **Derbyshire Mortgage Services Limited, 2 St Johns Close, Allestree, Derby DE22 2PN** or telephone **01332 554098**.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme.

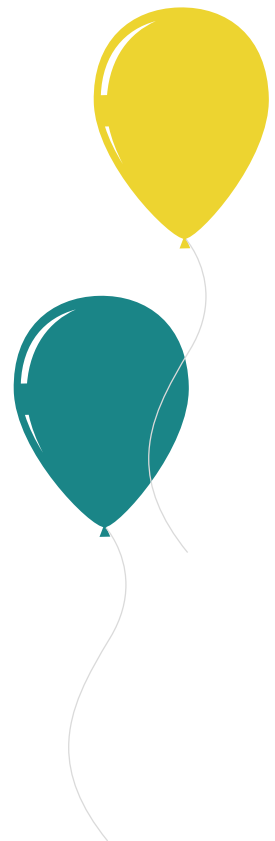
Further information about the limits applicable to the different product types is available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

Client Verification

We may be required to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose, we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

Law

This agreement is governed and shall be construed in accordance with the Law of **England** and the parties shall submit to the exclusive jurisdiction of the **English** Courts.





Force Majeure

Derbyshire Mortgage Services Limited shall not be in breach of this agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving 7 days' notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

Declaration

This is our standard agreement upon which we intend to rely. For your own benefit and protection, you should read the terms carefully before signing. If you do not understand any of these, please ask for further information.

I/We are aware of the costs of the services and agree to the amount and timing of these.

My/Our preferred method of paying these costs is (please tick as appropriate);

By direct payment

or

(where possible) **By inclusion on the lifetime mortgage**

You must be aware that adding our fees to the lifetime mortgage will increase the total amount of rolled up interest.

Client Name Client Name

Client Signature..... Client Signature.....

Dated Dated

Derbyshire Mortgage Services Limited

2 St Johns Close

Allestree

Derby

DE22 2PN

01332 554098

info@derbyshiremortgageservices.co.uk

Company registration number 5462408. Registered in Cardiff

Authorised and Regulated by the Financial conduct Authority 436257.