

# About our services and costs



Total Mortgage Network Ltd

Drake House  
Langstone Business Park  
Newport  
NP18 2LH

## 1. The Financial Conduct Authority (FCA)

The FCA is an independent watchdog that regulates financial services. This document is designed by the FCA 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?

### Insurance

- We offer products from a range of Insurers.
- We only offer products from a limited number of insurers for Buildings & Contents insurance.
- We only offer products from Vitality for life cover, serious illness cover etc.

### Home Finance Products

We offer a comprehensive range of mortgages from across the market for both first charge legal mortgages and second charge regulated mortgage contracts, but not deals that you can only obtain by going direct to a lender.

Unsecured lending may be available and more appropriate in certain circumstances. We do not offer advice on unsecured lending.

### Commercial Products

We offer a range of commercial mortgages from a panel of lenders.

## 3. Which service will we provide you with?

### 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. We may ask some questions to narrow down the selection of products that we will provide details on. You will then make your own choice about how to proceed.

## Home Finance Products

We will advise and make a recommendation for you after we have assessed at no charge your needs. When we do this, we will provide you with an Illustration.

You can also request an Illustration on other products if you wish.

### 4. What you will have to pay us for this service?

- A single broker fee of £1400 plus £95 administration fee to make the total payable £1495 for a single mortgage/ loan, product transfer, further advances and commercial mortgages.

- £500 to convert the above to a Multi service agreement\* to make the total payable £1995.

All further mortgage transactions relating to this mortgage are free from any further company broker fees (£95 administration fee still applies).

#### **Multi service agreement clients only.**

- £95 administration fee for a single mortgage/ loan, product transfer, further advance and commercial mortgages.

There is no charge for an initial assessment and any charges that may become applicable are only payable if your mortgage completes.

We will also be paid commission from the lender. You have the right to request information on the amount of commission paid by this lender and alternative lenders.

You will receive an Illustration when considering a particular mortgage which will tell you about any fees relating to it.

\*Total Mortgage Network Ltd will undertake to arrange any further mortgages for you while authorised and regulated to do so and only charge a £95 administration fee. This fee does not cover any additional Buy-to-Let or Commercial mortgages. The multi service fee is not applicable to commercial mortgages.

## Insurance

A fee for non investment insurance contracts.



No Fee. We will be paid commission by the provider.

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

### 5. Who regulates us?

Total Mortgage Network Ltd, Drake House, Langstone Business Park, Newport, NP18 2LH is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 304101.

Our permitted business is advising on and arranging Mortgages and General insurance.

You can check this on the Financial Services Register by visiting the FCA's website <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

## 6. What to do if you have a complaint

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

**In writing** Write to Total Mortgage Network Ltd, Compliance Department, Drake House, Langstone Business Park, Newport, NP18 2LH

**By phone** Telephone 01633 415555

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

## 7. 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.

Insurance advising and arranging is covered for 90% of the claim without any upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Home Finance is covered for £85,000 per person per firm. Further information about compensation scheme arrangements is available from the FSCS.

## 8. Advisor Status



I am a competent and qualified advisor as defined by Total Mortgage Network procedures.



I am a trainee adviser. Therefore, all my work is carried out under supervision and I am unable to give any advice or recommendation. At point of sale, a competent and qualified adviser will be present to check my work and ensure any advice or recommendation given by my manager / supervisor is suitable.

## 9. Data Protection

Total Mortgage Network takes your privacy seriously and will only use your personal information to administer your account and to provide the products and services you request from us. The General Data Protection Regulation requires us to obtain consent for the methods we can contact you by, please tick to confirm how you would like us to do this:

Email

Post

Telephone

Text Message

In order for us to fulfil our contract with you we will occasionally be required to send you information in writing. We will endeavour to minimise this method of communication and acknowledge your preferences above where possible.

Should you wish to change these consents you may do so by emailing [clientconsents@totalgroupuk.com](mailto:clientconsents@totalgroupuk.com).

However, as part of the Mortgage and/or Insurance process we will be required to share your information with our recommended lender/insurer/legal representative. If you consent to us passing on your details for this purpose, please tick to confirm:

I/We agree

## Your rights to be forgotten.

Under FCA regulation we are required to keep records for a period of at least 5 years. We will process any requests for erasure on an individual basis and inform you of our decision within 28 working days.

### 10. Consents

I/We hereby give Total Mortgage Network authority to act exclusively on our behalf in obtaining a suitable mortgage and/or insurance product from whichever lender/insurance provider they consider most appropriate. They have my/our authority to disclose personal details to a credit agency, the FCA or a lender (for the purpose of obtaining an Agreement in Principle).

I/We grant authority to share each other's personal information for the purposes of mortgage/insurance arranging.

I/We agree to sharing personal data with the other applicant.

I/We wish for our personal data not to be discussed with the other applicant.

Signed:

Signed:

Print:

Print:

Date:

Date: