



Hampton Ash 1993

Craycombe, 574 Warwick Road, Solihull,
West Midlands, B91 1AD

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose mortgages do we offer?

We offer mortgages from the whole market.

We only offer mortgages from a limited number of lenders.

We only offer mortgages from a single lender

3. Which service will we provide you with?

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 need to make your own choice about how to proceed.

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

No fee. We will be paid by commission from the lender

A fee of 2% of the mortgage amount payable at the outset. We will refund any commission payable to you.

You will receive a key facts illustration when considering a particular mortgage which will tell you about any fees relating to it.

5. Refund of fees

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

No refund

6. Who regulates us?

Hampton Ash 1993, Craycombe, 574 Warwick Road, Solihull, West Midlands, B91 1AD is authorised and regulated by the Financial Conduct Authority. Our FSA Register number is 155325.

Our permitted business is advising on and arranging mortgages.

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

7. What to do if you have a complaint

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

... in writing Write to Craycombe, 574 Warwick Road, Solihull, West Midlands, B91 1AD

... by phone Telephone 0121 704 0249

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.

Mortgage advising and arranging is covered for 100% of the first £50,000 so the maximum compensation is £50,000.

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