



about our services and costs

23-25 Fore Street  
Saltash  
Cornwall  
PL12 6AF



# Brunel Mortgages

Tel: 01752 200002 opt 1  
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## 1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document has been designed by the FSA to be given to consumers considering buying certain financial products. Use this information to decide if our services are right for you.

## 2. Whose products do we offer?

### Mortgages

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders. Ask us for a list of the lenders we offer mortgages from.
- We only offer mortgages from a single lender.

### Insurance

- We offer products from a range of insurers for Buildings, Contents, Mortgage Payment Protection, Term Assurance, Private Medical Insurance, Critical Illness, Family Income Benefit and Income Protection
- We only offer products from a limited number of insurers for Buildings, Contents, Mortgage Payment Protection, Term Assurance, Private Medical Insurance, Critical Illness, Family Income Benefit and Income Protection
- We only offer insurance from a single provider for Buildings, Contents, Mortgage Payment Protection, Term Assurance, Private Medical Insurance, Critical Illness, Family Income Benefit and Income Protection

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

### Mortgages

- 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.

### Insurance

- We will advise and make a recommendation for you after we have assessed your needs for Buildings, Contents, Mortgage Payment Protection, Term Assurance, Critical Illness, Family Income Benefit and Income Protection
- You will not receive advice or a recommendation from us for Buildings, Contents, Mortgage Payment Protection, Term Assurance, Private Medical Insurance, Critical Illness, Family Income Benefit and Income Protection. 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?

### Mortgages

- No fee – We will be paid a commission by the lender.
- For the majority of our clients there will be no fee payable for our services, but we will receive commission from the lender. However, in addition for difficult or complex cases we reserve the right to charge a broker fee of not greater than one percent of the loan. For example on a £100,000 mortgage the maximum fee would be £1,000. If a fee is applicable you will be advised at the earliest opportunity before you commit to any application. Any fee is payable within seven days of completion.
- A fee of £395 for arranging the mortgage payable at the outset and one percent of the loan payable within seven days of the mortgage offer. . For example on a £100,000 mortgage you will need to pay £1,395. If you choose this option any commission we receive will be refunded to you.

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

### Insurance

- A fee for Buildings, Contents, Mortgage Payment Protection, Term Assurance, Private Medical Insurance, Critical Illness, Family Income Benefit and Income Protection
- No fee for Buildings, Contents, Mortgage Payment Protection, Term Assurance, Critical Illness, Family Income Benefit and Income Protection, we will receive commission from the provider.

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

## 5. Who regulates us?

Independent Mortgages (South West) Ltd (trading as Brunel Independent Mortgages), 23-25 Fore Street, Saltash, Cornwall. PL12 6AF is authorised and regulated by the Financial Services Authority. Our FSA Register number is 428912.

Our permitted business is advising on, arranging and administering mortgages and non-investment insurance. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register/](http://www.fsa.gov.uk/register/) or by contacting the FSA on 0845 606 1234.

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

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

- ....in writing      write to: Brunel Mortgages, 23-25 Fore Street, Saltash, Cornwall PL12 6AF  
....by phone      Telephone: 01752 200002  
....by email      Address: [info@brunelmortgages.biz](mailto:info@brunelmortgages.biz)

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

## 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.

### Mortgages

Mortgage advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

### Insurance

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

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