

## About our Mortgage & Insurance Services and Costs

### The Financial Conduct Authority

AMS(Access Mortgage Solutions)Ltd 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](http://www.fca.org.uk/firms/systems-reporting/register). Our Financial Services Register number is 602409.

### Our Services

#### Mortgages

Our mortgage services are limited to advising in first charge mortgage products only. We will consider all lenders we have access to before recommending a suitable mortgage product following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

When selecting a lender we will not consider those that are only available by going direct to them.

Where you are increasing your borrowing or consolidating existing loans you may have the option of:

- Arranging a separate second charge mortgage
- Taking out a further advance with your current lender
- Borrowing through an unsecured loan
- Whilst these may be more appropriate for you, we will not consider the merits of these when making our recommendations to you.

#### Insurances

For Non-investment protection contracts we are an intermediary and will act on your behalf when providing advice and making our personal recommendation(s) to you. We will do this based on a fair and personal analysis of insurers for term assurance, income protection, critical illness.

For general insurance contracts we are an intermediary and will act on your behalf when recommending an insurer based on your demands and needs from a fair analysis of the market. The insurers we consider will be listed to you

when we carry out our research. It will be your responsibility to ensure the policy meets your demands and needs for building and/or contents, private medical insurance, accident sickness and unemployment.

### The Costs of our Service

We charge a fee of £249 for initial processing payable on application. Plus a Broker fee of £1795 for providing advice and submitting your mortgage application. This fee becomes due on offer, payable on completion or 7 days after offer if you decide not to proceed.

We will receive and retain a commission from the lender when your mortgage completes. This amount will be confirmed by the lender in their disclosure document.

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

### Refund of fees

Please note our fee will still be charged should the lender reject your mortgage application due to you not disclosing any material information about your personal situation.

### Non-Investment Protection and General Insurance Contracts

We do not charge a fee as we will receive commission from the provider after the policy has been placed on risk.

### Our Ethical Policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients 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;
- seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

**AMS is a trading name of A.M.S. (Access Mortgage Solutions) Limited.**

Registered Office: Chantry House, High Street, Coleshill, B46 3BP

☎: 0121 351 3710 | Fax: 0121 351 3128 | [info@amsmortgages.co.uk](mailto:info@amsmortgages.co.uk) | [www.amsmortgages.co.uk](http://www.amsmortgages.co.uk)

Company No. 08444769

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## 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 Access Mortgage Solutions, Chantry House, High Street, Coleshill, B46 3BP. or telephone 0121 351 3710.

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](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 023 4 567. 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/Scotland/Northern Ireland and the parties shall submit to the exclusive jurisdiction of the English/Scottish/Northern Ireland Courts.

## Force Majeure

A.M.S(Access Mortgage Solutions)Ltd 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.

Client Name .....

Client Signature .....

Dated .....

Client Name .....

Client Signature .....

Dated .....

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