STATUS
MORTGAGE SERVICES

Our Mortgage & Insurance proposition

PART OF
THE
Openwork
PARTNERSHIP

About us

About us:

Established in 2004, we offer a friendly but professional service providing simple, trusted mortgage and insurance advice. You will benefit from
comprehensive, tailored mortgage advice from a wide range of lenders complemented by quality insurance advice to ensure you have the most suitable
mortgage and your home and family are protected against unforeseen detrimental events in the future.

Our Promise:
Free, impartial quotes, with no obligations – Our advisors can compare thousands of mortgages to recommend the most suitable product to you.

Simple, trusted advice – Our advisers provide clear-cut solutions, jargon-free guidance and all the information you need to understand the
recommendation we make to you.

Flexibility – Our advisers will aim to work around your busy life and keep the process simple and straight forward.

How we work

Stage 1
Your goals

We establish your goals and aspirations for property ownership

Stage 2
Your requirements

We gather relevant personal and financial information and establish your requirements for your mortgage, including insurance and protection.

Stage 3
Our recommendation

We recommend a mortgage and any relevant protection / insurance cover based on what we know about your requirements. We'll also arrange any other services you need, eg. surveys, conveyancing etc...

Stage 4
Application process

We oversee your applications, liaising with lenders / providers to help make sure your applications progresses smoothly.

Stage 5
Reviews

We meet regularly to review your circumstances and help keep you on track to achieve your goals.

The process we follow

Supporting our clients

We understand that from time to time our clients may find themselves dealing with circumstances which could mean they are potentially vulnerable. For example, a change in health, caring for a family member or coping with the loss of a loved one. There are many different types of vulnerability, and what makes one person vulnerable might not affect someone else. When we are vulnerable, our need for financial advice may change. However, admitting vulnerability or seeking help can sometimes feel hard.

If this is something you would like to discuss with your adviser, please ask for a copy of our support guide. This guide is designed to help explain vulnerability and the ways in which we might be able to support you. If you feel any of the circumstances in the brochure apply to you, please talk to us.

We are part of The Openwork Partnership

Together, we are always by your side

The Openwork Partnership is one of the UK's largest and longest-established financial advice and investment companies.

Through many changes and challenges we have been a constant presence for over 45 years. We have served over two generations of clients and together seen a lot of change.

Every firm is individual and distinct, yet we share values and standards with each other - for the benefit of our clients.

If you wish to discuss pensions and / or investments we can refer you to one of our partner firms for relevant advice.

As a Partnership we work together to:

- Make sure we work to the highest standards of compliance and regulation.
- Fully research the financial products available and work with product providers to secure the best solutions for our clients.
- Access correct training and professional development.
- Sustain quality standards in the advice we give our clients.

To maintain these high standards, The Openwork Partnership may contact you directly to you ensure your satisfaction and ask for your feedback.

We are proud of the personal difference we can make helping our clients and their families look forward to a better future with confidence and optimism.

Mortgages

Whose products do we offer

Mortgages
We offer a comprehensive range of products from across the market but not deals that you can only obtain by going direct to a lender.

Second Charge Mortgages
If you are purchasing a property with the help of a shared equity loan, our advice will also cover the shared equity second charge. However, we do not advise on any other second charge mortgages. If you need a second charge mortgage we will refer you to a master broker for second charges, who will be able to advise you.

Which service will we provide you with?

We will advise and make a recommendation for you on a first charge mortgage after we have assessed your needs.

You may request an illustration from us for any regulated mortgage contract we are able to offer you whenever we provide you with information specific to the amount you want to borrow following assessment of your needs and circumstances.

Once a mortgage offer is secured, we will be available for support through to completion. We will not undertake further assessment of the suitability of the recommendation or product, unless you notify us of a change in your circumstances or at your request, which may incur additional costs.

Alternative finance options

If you are looking to increase borrowing secured on a property that you already have a mortgage on, the following alternative finance options may be available and may be more appropriate:

- A further Advance from your existing lender
- A Second Charge
- An unsecured Loan

The Openwork Partnership does not offer advice on Unsecured Lending or Second Charges.

What will you have to pay us for our services?

A fee of between £290 and £1250
The total fee will be based on your personal circumstances, employment record and credit history. We will provide you with written confirmation of your fee prior to the commencement of any chargeable activity.

Or

A fee based on an hourly rate.
Hourly charge for advice £115
Hourly charge for administration activities £65
An estimation of the work involved will be provided before any work commences.

An example of an advice charge
If the advice process took 4 hours of a Mortgage advisers time and 8 hours of administration, your initial charge would be calculated to be £980.

If you'd like to know the range of commission payable from our lenders, please ask me for a list. You will receive an illustration when considering a particular mortgage, which will tell you about any fees relating to it. It is important that you read and understand the illustration.

Our refund policy for mortgage fees

If we charge you a fee and your mortgage does not go ahead, you will receive:
For clients on an "hourly rate" fee structure, the cost of any hours spent on the case are payable and non-refundable up to the point the mortgage does not go ahead. For clients on a "fixed fee" structure, the total fee will be taken in stage payments during the process as certain case milestones are met. Any fees paid up to the point the mortgage does not go ahead will be non-refundable from the point they fall due.

Buy to Let

A Buy to Let mortgage taken out for the purpose of business is not regulated by the Financial Conduct Authority (FCA).

Who regulates us?

We are an appointed representative of The Openwork Partnership, a trading style of Openwork Limited, Auckland House, Lydiard Fields, Swindon, SN5 8UB, which is authorised and regulated by the Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN. Openwork Limited's Financial Services Register number is 408285.

Openwork Limited's permitted business is advising on and arranging mortgages, general and pure protection insurance and life insurance, pensions and investments.

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

What to do if you have a complaint

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

...in writing
Write to: Complaints Management Team,
The Openwork Partnership, Auckland House,
Lydiard Fields, Swindon, SN5 8UB.

...by phone
Telephone: 01793 567635

...by email
Email: clientcomplaints@theopenworkpartnership.com

Information about our internal complaints handling procedures is available free of charge, on request from the Complaints Management Team.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Ask us for a leaflet or contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London, E14 9SR

Phone: 0800 023 4567 or 0300 123 9123
Email: enquiries@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme

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

Mortgages
Mortgage advising and arranging is covered up to a maximum limit of £85,000. Further information about compensation scheme arrangements is available from the FSCS.

Insurance

Whose products do we offer

We can only offer products from a limited number of insurers for life assurance, critical illness cover, income protection, household insurance, accident, sickness and unemployment insurance and cash lump sum accident protection.

Please see the Insurance Proposition Summary leaflet for details of the insurers we offer insurance products from.

Which service will we provide you with?

We are an insurance intermediary representing you, not any insurer. We will provide you with a personal recommendation after we have assessed your needs, from the insurance products available to us, as shown in the Insurance Proposition Summary leaflet.

What will you have to pay us for our services?

We arrange the policy with the insurer on your behalf, you do not pay us a fee for doing this. We receive commission from the insurer which is a percentage of the total annual premium. This means that if you purchase one of these products we will receive commission in addition to any adviser charges / fees you may have been or will be paying. The Openwork Partnership for investment-related services. The amount of commission will be disclosed separately should you purchase one of these protection products.

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

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