



about our mortgage services

MFS Independent Financial Advisers
235 The Broadway
London. SW19 1SD
Telephone 0208 543 6244

1. The Financial Services Authority (FSA)

The FSA 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. Ask us for a list of the lenders we offer mortgages from.
- We only offer mortgages from a single lender.
- We only offer our own mortgages.

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 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 will be charged. We will, however, be paid by commission from the lender.
- A fee of «Please enter the client's fee (£) payable if the mortgage completes (if applicable)?» payable if the mortgage completes.

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:

- A full refund if the lender rejects your application.
- A refund of «Please enter the refund fee (£) if the transaction fails to complete (if applicable)?» if the transaction fails to complete.
- No refund if you decide not to take out a mortgage.

6.

Who regulates us?

MFS Independent Financial Advisers, 235 The Broadway, London SW19 1SD is the trading name of ART Holdings Limited, which is authorised and regulated by the Financial Services Authority. Our FSA register number is 135910.

Our permitted business is arranging mortgages.

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

7. What to do if you have a complaint

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

Write to: The Compliance Officer
 MFS, 235 The Broadway, London. SW19 1SD

Telephone: 0208 543 6244

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

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 up to a maximum limit of £50,000.00.

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

CLIENT AGREEMENT

Thank you for choosing MFS for your mortgage arrangements. We have been active in the Financial Services industry for over 40 years and have mortgage consultants and financial advisers who are qualified experts in their field.

Duty of Privacy / Data Protection

We will treat all your personal information as private and confidential (even when you are no longer a customer) except where we are permitted by law, where it is required by a regulator, or where the disclosure is made at your request or with your consent in relation to arranging your mortgage. Also we will explain that you have a right of access under the Data Protection Act 1998 to your personal records held on our systems or on paper.

Lender, Survey and Legal Fees

These fees may be payable by you and constitute a direct transaction between the lender, surveyor and/or the Solicitor, and yourself. Should for any reason the mortgage in respect of a particular property not be completed MFS are not responsible for any loss you may have incurred in respect of these fees.

MFS does not handle clients' money. We never accept a cheque made payable to us (unless it is a cheque in settlement of agreed fees, charges or disbursements) or handle cash.

Anti- Money Laundering Procedures: Checking Your Identity

Where we are required to verify your identity in accordance with FSA rules, the required transaction will not proceed until such verification has been obtained. If the required verification is not forthcoming within a reasonable period we will not arrange the mortgage for you.

Termination of Authority

You or we may terminate our authority on your behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated that will be completed according to these Terms of Business unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees that may be outstanding.

I/We confirm that I/We have read and fully understand the TCF Objective Statement, Key Facts Document "About Our Mortgage Services" and consent to the above terms.

Client Signatures: _____

Date:

MFS firm
Committed to treating our customers fairly
(Mortgages)

At MFS, we are committed to offering our customers the highest possible standards of service. In so doing we are pleased to support the Financial Services Authority initiative '**Treating Customers Fairly**'.

We recognise that both we and our customers have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you.

Our commitment to you

We will:

- provide you with clear information about the products and service we offer, including fees and charges
- ascertain your individual needs, preferences and circumstances in relation to your mortgage requirements
- provide you with details of the most suitable products from those available to enable you to make an informed choice **(as we do not give advice or make specific recommendations on mortgages)**
- encourage you to ask if there is something you do not understand and give detailed & accurate answers to your questions
- give you access to a formal complaints procedure should you be unhappy with our service.

How you can help us

To help us give you the most appropriate details and information, we will ask you to:

- tell us as much as possible about your requirements including your income and outgoings
- let us know about changes that might affect your ability to repay a mortgage
- let us know if there is any aspect of our service, or of a product on which we have provided you with information that you don't understand
- tell us if you think there are ways we can improve our service

Thank you for choosing MFS.

MFS Mortgage Budget Planner

This is a summary based on future cost once the proposed purchase has been made. This is completed in the presence of the client/s and the information enclosed is supplied exclusively by the client/s.

Income

Net Monthly Income £
Secondary Income £
Total net income per month £ _____

Expenditure

New Mortgage Payment £«Monthly Payment»
Food £
Utility Bills, gas, electric, rates £
Social / Hobbies £
Transport / commuting £
Protection plans / Savings £
Commitments / Loans
Maintenance / other £
Total Expenditure Per Month £ _____
Disposable Income £ _____

Minimum Affordability Guide

The following disposable income figures are our minimum requirements in establishing affordability:

- *Single applicant needs £551 per month.*
- *Two or more applicants need £715 per month.*
- *Each dependant requires an additional £121 per month*

«Forename (App 1)» «Surname (App 1)» Signed _____ Dated _____

«Forename (App 2)» «Surname (App 2)» Signed _____ Dated _____