Tallow Financial Planning Ltd

Registered Office: Innovation House
South Church Enterprise Park
Bishop Auckland
Co. Durham, DL14 6XB
t: 01388 450666
w: www.tallowfp.com

Our Mortgage and Insurance Services & Costs

It is important that you read this document as it sets out important information about us, our services, and the protections you have when engaging with us. If you are unsure about any of the information below you should contact us immediately for further guidance

The Financial Conduct Authority

Tallow Financial Planning 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. Our Financial Services Register number is 912037.

Mortgages

We are independent mortgage advisers, and we will recommend a mortgage product that is suitable for you following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

We will consider all products and lenders that we have access to. This means we will not consider those lenders that are only available by you going direct to them.

Where you are increasing your borrowing amount, we will consider the merits of both a new first charge mortgage and securing this by an additional mortgage on a second charge basis. You may have the option of a further advance from your existing lender; however, we will only consider this where we are able to deal directly with the lender on your behalf.
It may be in your best interests to explore this option and look at the further alternative of an unsecured loan, as these may be more appropriate for you.

Your home may be repossessed if you do not keep up repayments on your mortgage.

Insurances

- **Non-investment protection contracts -** we offer non-investment protection for term assurance, income protection and critical illness from a wide panel following '**a fair and personal analysis of the market.** We will provide you with advice and arrange the contract on your behalf after an assessment of your personal needs and circumstances.
- **General Insurance Contracts -** we offer buildings & contents insurance, accident, sickness & unemployment (ASU) and private medical insurance from a from a wide panel following '**a fair and personal analysis of the market.** We will provide you with advice and arrange the contract on your behalf after we have assessed your demands and needs for a particular type of insurance.

The Costs of our Service

We charge a fee of £395.00 for providing advice and submitting your mortgage application. This fee becomes payable within 14 days of a mortgage offer being issued. We will also receive and retain a commission from the lender when your mortgage completes, and this amount will be confirmed by the lender in their disclosure document.

We reserve the right to charge you a non-refundable fee of £45.00 for the submission of a decision in principle with a lender. If charged, this fee will be deducted from our final overall advice fee on completion of the mortgage should you wish to proceed with our advice.

We also reserve the right charge a non-refundable fee of £95.00 for the submission of a product transfer application to a lender for existing customers

We will charge a non-refundable fee of £195.00 for the submission of a further advance application to a lender for existing customers.

Should you wish, you can request to view the commission rates from each of the lenders we considered at the time that we made 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. It should also be noted we do not provide a refund should you decide not to proceed with the mortgage loan after we have made a recommendation to you.

Non-Investment Protection and General Insurance Contracts

When we arrange the sale of a protection or insurance contract, we will not charge you a fee, as we will receive a commission from the provider/insurer. The amount of this will be disclosed to you in the product literature.

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.
- Where possible we will adapt our communication means with you according to your needs. Please discuss this with us.

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 only accept instructions in writing (paper or electronic means) to aid clarification and avoid future misunderstandings. Please note we will not act on oral instructions to avoid any possible misunderstandings.

Complaints

If you wish to register a complaint, please write to Tallow Financial Planning Limited, Innovation House, South Church Enterprise Park, Bishop Auckland, Co Durham, DL14 6XB or telephone 01388 450666.

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 or by contacting them on 0800 023 4567. The Financial Ombudsman Service is a free and easy-to-use service that settles complaints between consumers and businesses that provide financial services.

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 and the parties shall submit to the exclusive jurisdiction of the English Courts.

Force Majeure

Tallow Financial Planning 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.