

STATEMENT OF SERVICES

An Independent Mortgage Solution Ltd

93 Stockmans Lane, Belfast, BT9 7JD
Tel: 02890 288585



1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. It requires us to explain to you in a clear and prominent manner the range of products we offer and how we will be paid for our services. Use the information on this document to decide if our services are right for you.

2. Treating Customers Fairly

Our commitments to you:

1. You can be confident that you are dealing with a firm where the fair treatment of customers is central to the company culture
2. Products and services marketed and sold are designed to meet the needs of identified consumer groups and are targeted accordingly
3. You will be provided with clear information and kept appropriately informed before, during and after the point of sale
4. Where you receive advice, the advice is suitable and takes account of your circumstances
5. You are provided with products that perform as we have led you to expect, and the associated service is of an acceptable standard as you have been led to expect
6. You do not face unreasonable post-sale barriers imposed to change product, switch provider or make a complaint

3. Data Protection

We will collect and use information relating to you for the purpose of processing your mortgage, loan and/or insurance application. Both we and other organisations may also access and use information provided to prevent fraud and money laundering, for example when checking details on applications for credit and credit related facilities. Any of your personal information taken by us is treated in the strictest of confidence and held securely. We hold data protection authorisation from the Information Commissioner's Office (ZA210111)

4. Whose products do we offer?

Mortgages

We offer mortgages from the whole of the market.

This includes but is not limited to First Charge Mortgages, Second Charge Mortgages, Further Advances, Retention Mortgages, Self-Build Mortgages, Business Buy-To-Let Mortgages, Consumer Buy-To-Let Mortgages and Ex-Pat Mortgages.

Non-Investment Insurance

We offer products from a wide range of insurers for Life, Critical Illness, Income Protection including MPPI, Buildings & Contents, Private Medical Insurance and General Insurance.

5. Which service will we provide you with?

Mortgages

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

We are Independent and will consider all mortgage products that are made available to us, this means that we will not consider products only available by you going direct to the lender.

Non-Investment Insurance

We will advise and make a recommendation for you after we have assessed your needs based on a fair analysis of the market

6. What you will have to pay us for our services?

Mortgages

As a responsible broker, we have an internal fee structure to ensure all our customers are treated fairly. The fee charged will be based on the type and complexity of your mortgage and the estimated amount of administration time required to source and administer your mortgage application.

A fee is normally charged for researching the market and selecting a mortgage that best suits your needs. You will be advised of the fee relating to your mortgage in advance, both verbally and in writing, with the exact amount showing on both the Mortgage Illustration and Fee Agreement.

We may also be paid commission from the lender. A breakdown of the Lenders and commission rates payable by each lender is available on request.

First Charge Residential Mortgages, Further Advances, Retention Mortgages and Buy-To-Let Mortgages

The maximum fee charged prior to any agreed discount is a fee equal to 0.5% of the loan subject to a minimum of £495 and maximum of £995.

For example, if the mortgage advance is £120,000 our maximum fee prior to any discount would be £600 (0.5%). Typical Fee charged is £495 on completion.

Self-Build Mortgages

The fee charged prior to any agreed discount will be payable in 3 stages:

£195 Upfront Fee on Application which is non-refundable.

A fee equal to 0.25% of the total loan subject to a minimum of £195 and maximum of £395 on first stage release

A fee equal to 0.25% of the total loan subject to a minimum of £195 and maximum of £395 on final stage release

For example, if the mortgage advance is £100,000 our maximum fee prior to any discount would be £195 Upfront, £250 (0.25%) on first stage release and £250 (0.25%) on final stage release.

Second Charge Mortgages (Residential and Buy-To-Let)

Where we package your application, the maximum fee charged is equal to 7% of the loan subject to a minimum of £495 and maximum of £3,000. Should we recommend a master broker to package your application we will not charge you a fee but will instead receive commission from the packager. The packager will detail their charging structure prior to application and be responsible for the advice.

Non-Regulated Ex Pat Mortgages or International Mortgages

The fee charged is a fee equal to 0.25% of the loan on application subject to a minimum of £495 and a fee equal to 0.25% of the loan on completion subject to a minimum of £495 on completion.

This is a total fee of 0.5% of the loan subject to a minimum of £990

The upfront fee on application is non-refundable and will not be refunded under any circumstances.

For example, if the mortgage advance is £200,000 our fee would be £500 (0.25%) on application and £500 (0.25%) on completion.

Should we recommend a lender who will package your application directly we will charge you a fee of £495 for the introduction. They will detail their charging structure prior to application and be responsible for the advice.

An administration fee of £295 is payable should a mortgage offer not be affected after application because of your non-disclosure; or because you do not provide the lender with reasonably requested documentation; or should you not proceed with the mortgage after offer for any reason.

General Insurance

No Fee will be payable for advising and arranging General Insurance policies.

We will be paid commission from the insurer. A breakdown of the Insurers and commission rates payable by each provider is available on request.

Life Insurance, Critical Illness & Income Protection

No Fee will be payable at the outset for advising and arranging Life Insurance policies. Should you take up and subsequently cancel your policy within the first two years, excluding exercising your 'right to cancel' within the first 30 days, we may charge an administration fee to cover the work we have done in setting up your policy. The fee will be equivalent to 4 months' premium subject to a minimum of £100 and maximum of £495.

This fee becomes due immediately you cancel your plan or allow it to lapse should you not reasonably allow us to arrange a replacement plan.

We will also be paid commission from the insurer. A breakdown of the Insurers and commission rates payable by each provider is available on request.

7. Who regulates us?

We are directly authorised and regulated by the Financial Conduct Authority.
Our permitted business is advising on and arranging regulated mortgages and non-investment insurances.
You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register/ or by contacting the FCA on 0845 606 1234.

8. Ownership

An Independent Mortgage Solution Ltd is a Limited Company Registered in Northern Ireland NI614151
Registered Address is 93 Stockmans Lane, Belfast, BT9 7JD

9. Exclusivity

You agree to allow us to act exclusively on your behalf and you will not complete a Mortgage or life Insurance application or enquiry through any other broker, financial adviser, direct to a lender/provider or price-comparison-website after signing this document for a period of 3 months without our written permission.

10. 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.
Further information about the compensation scheme arrangements is available from www.fscs.org.uk

11. What to do if you have a complaint?

If you wish to register a complaint please write to us at:
The Complaints Manager, An Independent Mortgage Solution, 93 Stockmans Lane, Belfast, BT9 7JD or by email to enquiries@aims-ni.co.uk
If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service

12. Any other information?

We do not arrange or advise on any investments including Endowments, Bonds or Savings. We do not arrange or advise on Pension Plans or on income after retirement. We also do not give advice on Inheritance Tax Planning.

- I/We confirm that my/our Advisor has verbally explained in full this Initial Disclosure Document and that I/We have been given a copy.
- I/We confirm that the information recorded on the fact-find document and any other subsequent information I/We have provided is accurate and is a true record of my/our discussions with the advisor and that this information is true to the best of my/our knowledge.
- I/We give permission for our adviser to complete, on my/our behalf any applications

DO NOT SIGN THIS DOCUMENT UNLESS YOU ARE COMPLETELY SATISFIED.

Advisor Name..... Signed..... Date:

Client 1 Name..... Signed..... Date:

Client 2 Name..... Signed..... Date: