

STATEMENT OF SERVICES

An Independent Mortgage Solution Ltd

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



1. Who regulates us?

An Independent Mortgage Solution Ltd, 93 Stockmans Lane, Belfast, BT9 7JD is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 589106

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.

The FCA is the independent watchdog that regulates financial services. Use this disclosure document to decide if our services are right for you. It explains the service we offer and how we will be paid for it.

2. Permitted Business

We are authorised to advise and make arrangements in relation to mortgages, protection and general insurance as stated below:

Insurance

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

We offer products from a wide range of insurers including Life Insurance, Critical Illness, Income Protection, Home Insurance, Landlords Insurance and Commercial Insurance.

Mortgage

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

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, Ex-Pat Mortgages and Commercial Mortgages

3. What will you have to pay us for this service?

Insurance

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. For life insurance products, we will disclose any commission received on the illustration we provide you

Mortgage

We provide initial advice for free and without obligation. Only if you choose to proceed with an application would any applicable fee be payable. Any 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 through to completion.

You will be advised of any fee relating to your mortgage prior to application, both verbally and in writing, with the exact amount detailed on a Mortgage Illustration and Irrevocable 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.

Mortgage Fee Structure

Purchase (Including First Time Buyer, Shared Ownership, Home Mover, Second Home Purchase, Buy-To-Let)

The maximum fee charged is £495, irrespective of loan size.

Dependant on your circumstances this fee will either be payable on completion or a combination of some upfront on application and some on completion.

Typical Fee charged is £195 on application and £295 on completion.

Re-Mortgage without Capital Raising / Retention Mortgage

The maximum fee charged is £195

Typically, no fee charged

Re-Mortgage with Capital Raising / Further Advance with existing lender

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 Mortgage

The fee charged is a non-refundable £195 Upfront processing fee at the outset to package your application and £495 paid on offer irrespective of loan size

Second Charge Mortgage (secured loans)

Where we package your application, the fee charged is equal to 7% of the loan subject to a minimum of £350 and maximum of £3,000.

For example, if the mortgage advance is £20,000 our fee would be £1,400 (7%)

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.

Lifetime Mortgage (Equity Release)

Where we package your application, the fee charged is £995 irrespective of loan size.

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.

Ex-Pat Mortgage

The fee charged is 0.5% of the loan subject to a minimum of £995 and maximum £2995 half paid on mortgage offer and the other half paid on completion.

For example, if the mortgage advance is £120,000 our fee would be £600 (0.5%)

We may also charge a non-refundable £295 upfront processing fee at the outset to package your application

Should we recommend a master broker to package your application we will charge you an Introductory fee of £295 and may also receive commission from the packager. The packager will detail their charging structure prior to application and be responsible for the advice.

Commercial Mortgage (Non-Regulated)

The fee charged is 0.5% of the loan subject to a minimum of £495 and maximum £1995 half paid on mortgage offer and the other half paid on completion.

For example, if the mortgage advance is £120,000 our fee would be £600 (0.5%)

We may also charge a non-refundable £295 upfront processing fee at the outset to package your application

Administration Fee – All Mortgage Types

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.

4. What to do if you have a complaint?

It is our intention to provide you with a high level of customer service at all times. If there is an occasion where we do not meet these standards and you wish to register a complaint please contact us:

... in writing, An Independent Mortgage Solution, 93 Stockmans Lane, Belfast, BT9 7JD
... by email, enquiries@aims-ni.co.uk
... by phone Telephone 02890 288585

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

5. 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 the FSCS www.fscs.org.uk

6. Client confidentiality and Privacy Policy

An Independent Mortgage Solution Ltd (AIMS) is registered with the Information Commissioners Office in the UK (Registration number ZA210111). We take your privacy seriously. This Privacy Statement explains what personal information we collect and how we use it.

Why do we collect your personal information? We collect personal information about you in order to:

- Process your application for a mortgage or protection product;
- To review your mortgage or protection product as part of an on-going client relationship with us as your broker;
- To respond to complaints and case enquiries.

Your personal information is required to enter into any contract you may undertake with us as your broker for a mortgage or protection product, and for us to provide information on relevant products and services. Without this information, it would not be possible for us to provide these services.

The personal information we collect: To give you the best service possible, we'll need to ask you for certain personal information. Rest assured, we only ever collect information that helps us provide our services to you.

Personal information collected includes but is not limited to;

- Your name, date of birth and contact details
- Employment details
- Financial information (bank statements, income & expenditure details, debit card details, savings, debts such as loans and credit cards, other assets, and employer & pension benefits)
- Special categories of personal data such as medical history for protection products
- Other related information to support your application and confirm your identity (such as UK residency status, retirement age)
- If you give personal information about someone else (Such as a joint applicant), then it's really important to make sure you have their permission to do so.
- When you use our website, we collect certain data automatically, this may include (but isn't limited to) your IP address and how you use our site
- We may monitor or record our phone calls with you so that we can offer you the best possible customer service and for regulatory purposes.
- If you tell us about changes to your personal details, we'll update your records in our database for you. But if you've opened an account or policy with another organisation that we introduced you to, you may need to contact them personally to make updates

How do we use your personal information? As your broker, we use your personal information for the purpose of providing services to you both now and in the future, to discuss your personal circumstances with mortgage lenders and protection providers, in order to determine the most appropriate product for your needs. The personal information you provide may be used by automated decision-making systems to check your eligibility for products and services. We use your personal information to assess and analyse, to review, improve and develop the services we offer and to give you relevant information through our marketing programme. AIMS will also give you information (by post, telephone, e-mail or otherwise) about AIMS products and services which may interest you unless you tell us you do not want to receive this information. We may use your information for fraud/crime investigation, detection and prevention measures. Any member of AIMS may have access to, hold or use your personal information (as referred to below). Members of AIMS may disclose information or data relating to you to other members of AIMS.

Who we disclose personal information to: To provide our service to you, we'll sometimes need to share your personal information with relevant organisations – such as lenders, insurers, product suppliers and fraud prevention agencies.

We disclose personal information to third parties, but only to what is necessary to conclude the mortgage and/or protection contracts and the ongoing servicing of these contracts.

It may also be necessary to share your personal information with non-affiliated companies who perform support services on our behalf including those that provide professional, legal or compliance advice to AIMS

These companies are required to ensure appropriate security measures are in place and maintain the confidentiality of your information, and to use your personal information only in the course of providing such services as specified by AIMS.

Finally, under limited circumstances, your personal information may be disclosed to third parties as permitted by, or to comply with, applicable laws and regulations, for instance, to meet our obligations to the Financial Conduct Authority (FCA) and when responding to subject access requests, proceedings of a court of law or similar legal process, to protect against fraud, and to otherwise cooperate with law enforcement or regulatory authorities.

As a UK based company, all the personal information we process is protected by European data protection standards. If we ever have to send data overseas, we take care that it's covered by the same high standards. If you don't want to give consent, or you remove your consent at a later point, we may not be able to provide all the services you require.

The personal information you provide will not be passed to any third-party organisation for marketing purposes.

Personal information and marketing purposes: In order to maintain the customer relationship by providing continuing advice as your broker and to inform you about relevant products and services we will use your details to identify other products and services we offer that we believe you might want to know about.

If you no longer wish to receive such information from us, you can update your preferences by giving us a call or sending us an email. If you don't wish to give consent, or you remove your consent at a later point, we may not be able to provide all the services you require.

How long is your personal information retained? We will keep your personal information securely stored for as long as we need it to provide you with the services you want from us. We also keep it to comply with legal obligations – and to help us resolve any disputes that might come up. To comply with financial legislation and for auditing purposes, we may hold details about your relationship with us after it has ended. This will also help us answer any future queries that may arise. We will not hold this information for longer than we have to. The Financial Conduct Authority (FCA) requires data to be kept for 6 years from the date of full application. Should you complete an application we will retain your personal information until 3 years after the product has ended or 6 years from the date of application, whichever is the longest. In every case, we regularly reassess whether we need to hold your personal information. Anything we don't need anymore will be securely disposed of.

Copies of the proposal forms and other documentation may also be held. These may contain sensitive personal data as defined by legislation e.g. health details. Sensitive personal data will only be used to provide and administer the services or products applied for. By proceeding with an application and signing our Terms and Conditions contained within the Statement of Services Document you explicitly consent to AIMS processing your sensitive personal data as described above and below. Please inform us if you do not wish for such information to be retained.

How we keep your personal information secure. We are committed to keeping your personal information safe. We use a variety of technologies and procedures to protect your private data from being accessed. For example we store the information you give us on computer systems with limited access and in secure storage.

Accessing your personal information: You have the right to access your personal information to check whether it is accurate and up-to-date. You also have the right to receive a copy of your personal information we process.

Changes to our Privacy Notice. We keep our Privacy Notice under regular review and we will place any updates online. This Privacy Notice was last updated on 16/4/2018.

Our privacy statement is available online at www.aims-ni.co.uk/privacypolicy.aspx

Questions: If you have any questions or complaints relating to how we use your personal information, or if you wish to exercise any of your rights regarding your personal information, please contact us.

We will respond to you as soon as is possible. The length of time will depend on the type and complexity of the request, but you will receive a response no later than one month from the initial request.

What if I am still not satisfied? If you are not satisfied with how AIMS has responded to your enquiry, you have the right to complain to the [Information Commissioner's Office](#) (ICO), who is the regulator for data protection in the United Kingdom.

7. 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 any form of Tax Planning.

8. Declaration

- I/We confirm that my/our Adviser has verbally explained in full this Initial Disclosure Document and that I/We have been given a copy of this document and a mortgage/insurance illustration(s).
- 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 and or AIMS staff to complete, on my/our behalf any applications
- I/We agree for AIMS to contact me/us by phone and email to progress my/our mortgage and associated business arrangements.
- I/We agree for any lender, Insurer or 3rd Party to contact me/us by post, phone and email to progress my/our mortgage and associated business arrangements.
- I/We agree for AIMS to contact me/us by phone and email in the future prior to the end of any fixed/discounted mortgage period and/or for a Bi-Annual review and/or any other agreed timescale as noted here:

DO NOT SIGN THIS DOCUMENT UNLESS YOU ARE COMPLETELY SATISFIED.

Client 1 Name	Signed	Date:
Client 2 Name	Signed	Date: