



about our services

Direct Mortgage & Finance

47a Sea Road
Fulwell
Sunderland
SR6 9BW

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 products do we offer?

Insurance

- ✓ We offer products from a range of insurers for Building & Contents, Accident, Sickness & Unemployment Insurance. and Mortgage Payment Protection Insurance.
- We only offer products from a limited number of insurers. Ask us for a list of the insurers we offer insurance from.
- We only offer products from a single insurer.

Mortgages

- ✓ 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.

3. Which service will we provide you with?

Insurance

- ✓ We will advise and make a recommendation for you after we have assessed your needs for Building & Contents, Accident, Sickness & Unemployment Insurance and Mortgage Payment Protection Insurance..
- You will not receive advice or a recommendation from us for Building & Contents, Accident, Sickness & Unemployment Insurance and Mortgage Payment Protection Insurance.. 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.

Mortgages

- ✓ We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a 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 our services?

Insurance

	A fee.
✓	No Fee.

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

Mortgages

	No fee.
	A fee of £200.00 on completion. A fee only option is also available. In this option you will have to pay a fee of 0.75% on completion. In this option the commission paid to us by the lender will be rebated to you. For example if the loan amount is £100,000 the charge will be £750.
✓	A fee of £200.00 on completion. A fee only option is also available. In this option you will have to pay a fee of 0.75% on completion. In this option the commission paid to us by the lender will be rebated to you. For example if the loan amount is £100,000 the charge will be £750. We will also be paid commission from the lender.

You will receive a key facts illustration when considering a particular mortgage which will tell you about any fees relating to it.

Refund of fees

If we charge you a fee, and your mortgage does not go ahead, you will receive:

✓	A full refund should the mortgage not complete for any reason..
	No refund.

5. Who regulates us?

Direct Mortgage & Finance, 47a Sea Road, Fulwell, Sunderland, SR6 9BW is authorised and regulated by the Financial Services Authority. Our FSA Register number is 300078.

Our permitted business is advising on and arranging mortgages and non-investment insurance business.

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.

6. What to do if you have a complaint

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

...in writing	Write to: Direct Mortgage & Finance, Customer Service & Compliance Department, 47a Sea Road, Fulwell, Sunderland SR6 9BW
...by phone	Telephone: 01915486622

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

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?
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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 covered for 100% of the first £2000 and 90% of the remainder of the claim, without upper limit.

Mortgages

Mortgage advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.
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Further information about the compensation scheme arrangements is available from the FSCS.