



The Old Rectory
Rectory Lane
Winwick
Warrington
WA2 8LE

Tel: 01925 988055
www.loanable.co.uk
hello@loanable.co.uk

About our Mortgage & Insurance Services and Costs

The Financial Conduct Authority (FCA)

My Secured Loan Limited trading as Loanable is an appointed representative of Premier Mortgages North West Limited which 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 **556587**.

Our Services

Mortgages

Our mortgage services are limited to advising on second charge mortgage products. We will consider mortgages from a limited number of lenders before recommending a suitable mortgage product following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability. A list of lenders we offer second charge mortgages from can be provided.

When increasing your borrowing or consolidating existing loans you may have the options of;

- taking out a further advance with your existing provider
- arranging a new first charge mortgage
- borrowing through an unsecured loan.

Whilst these may be more appropriate for you, we will not consider the merits of these when making our recommendation to you.

The Cost of our Service

We charge a fee of 12.5% of the mortgage loan for advising and submitting your application with a maximum fee of £4995. For example if your loan was £15000 our fee would be £1875. This fee becomes payable on completion of the mortgage and may be added to the application. Please note our fee, once paid, is non-refundable.

We will also receive and retain commission paid by the lender when your mortgage completes. This amount will be confirmed by the lender in their disclosure document.

Should you wish you can request to view the commission rates from each of the lenders we have considered at the time that we make our recommendation to you.

Please note our fee, once paid, is non-refundable.

Our Ethical Policy

We are committed to providing the highest standard of advice and service possible. The interest of our customers 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;

Complaints

If you wish to register a complaint, please write to Matthew Edwards-Glasse, The Old Rectory, Rectory Lane, Winwick, Warrington, WA2 8LE, telephone 01925 221234 or email help@loanable.co.uk

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.

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.

This depends on the type of business and circumstances of the claim.

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

My Secured Loan Limited trading as Loanable 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.