



about our services

Independent Mortgages Direct NE

11 Defender Court, Hylton Riverside Enterprise Park,
Sunderland, Tyne and Wear, SR5 3PE



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 Life, Critical Illness, Buildings & Contents, Accident Sickness Unemployment and Income Protection.
- We only offer products from a limited number of insurers.
- 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.
- 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 Life, Critical Illness, Buildings & Contents, Accident Sickness Unemployment and Income Protection.
- 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.

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 for all non-investment insurance contracts

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

Mortgages

- No fee (We will be paid a commission from the lender)
- A maximum fee of £495 for arranging the mortgage is payable on completion. We may also be paid a commission by the lender in which case we can refund you all of the commission received for setting up the mortgage. Our charge for this option is 1.00% of the loan amount which is payable upon completion of the mortgage – e.g. if the loan is £100,000, the charge will be £1,000

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

5. **WHO REGULATES US?**

Independent Mortgages Direct NE, 11 Defender Court, Hylton Riverside Enterprise Park, Sunderland, SR5 3PE is authorized and regulated by the Financial Services Authority. Our FSA register number is 301727

Our permitted business is advising on and arranging mortgages and life and general insurance.

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 Independent Mortgages Direct NE,
11 Defender Court, Hylton Riverside Enterprise Park, Sunderland SR5 3PE
- ⇒ **by phone** - Telephone 0191 5482200

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)?

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 £2,000 and 90% of the remainder of the claim, without any 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.

Further information about compensation scheme arrangements is available from the FSCS.