

keyfacts

SEICO MORTGAGE SERVICES
Ground Floor East
The Agora, Ellen Street
Hove
East Sussex
BN3 3LN
Tel: 01273 778888
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About our mortgage services and costs

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is designed by the FSA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

Insurance

- We offer products from a range of insurers
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

Home Finance Products

- We offer mortgages, lifetime mortgages, home reversion plans & equity release products from the whole market.
- We can 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
- 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.

Home Finance Products

- We will advise and make a recommendation for you on mortgages, lifetime mortgages, home reversion plans & equity release 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 mortgages, lifetime mortgages, home reversion plans & equity release 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 of no more than £250 may be charged.
- No Fee

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

Home Finance Products

- No Fee
- A Fee of no more than £500 may be charged. We will also be paid commission from the lender/company that buys your home.

You will receive a key facts illustration when considering a particular mortgage, lifetime mortgage, home reversion plan & equity release product which will tell you about any fees relating to it.

Refund of fees

If we charge you a fee, and your mortgages, lifetime mortgages, home reversion plans & equity release does not go ahead, you will receive:

- A full refund.
- A refund of the valuation fee if the valuation has not been instructed or carried out
- No refund if we have started to process or an offer has been issued and the valuation has been instructed or carried out.

5. Who regulates us?

Seico Mortgage Services, 13 Blatchington Road, Hove, East Sussex, BN3 3YP is authorised by the Financial Services Authority. Our FSA registration number 300024

Our permitted business is advising and arranging insurance and mortgages.

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 The Compliance Department, Seico Mortgage Services, 13 Blatchington Road, Hove, East Sussex, BN3 3YP

... **by phone** Telephone 01273 778888

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 90% of the claim, without any upper limit.

Mortgages, Home Purchase Plans and Equity release products.

Mortgage and Home Purchase and Equity release advising and arranging is covered for up to a maximum limit of £50,000.

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

Message from the Financial Services Authority

Think carefully about this information before deciding whether you want to go ahead.

If you are at all unsure about which equity release product is right for you, you should ask your adviser to make a recommendation.

Think carefully about the product and services you need. If you want information or advice on standard mortgages please ask.