

IMPORTANT INFORMATION about our mortgage services



Portman House
Richmond Hill
Bournemouth
Dorset
BH2 6EP

1. Whose mortgages do we offer?

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders.
- We only offer mortgages from The Mortgage Works. We only offer first charge mortgage contracts.

2. Which service will we provide you with?

- We'll advise and make recommendations for you after we've assessed your needs.
- You'll not receive advice or a recommendation from us. You'll need to make your own choice about how to proceed.

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

- No Fee.
- A Fee.

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

4. Who regulates us?

The Mortgage Works (UK) plc, Portman House, Richmond Hill, Bournemouth, Dorset, BH2 6EP is authorised and regulated by the Financial Conduct Authority under registration number 189623.

Our permitted business is mortgage lending, mortgage administration, advising on and arranging mortgages.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on 0800 111 6768.

5. What to do if you have a complaint

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

- ...in writing Write to The Mortgage Works (UK) plc, Portman House, Richmond Hill, Bournemouth, BH2 6EP
- ...by phone Telephone 08000 30 40 60

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

6. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We're covered by the FSCS. You may be entitled to compensation from the scheme if we can't meet our obligations. This depends on the type of business and circumstances of the claim.

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

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