



about our services

Grosvenor Mortgage & Finance

Ryknild House
Burnett Road
Streetly
Sutton Coldfield
B74 3EL

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.
- We only offer products from a limited number of insurers for Buildings & Contents, Life and Payment Protection (accident, sickness and unemployment) insurance. 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.
- You will not receive advice or recommendation from us for Buildings & Contents, Life and Payment Protection (accident, sickness and unemployment) 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 recommendation for you after we have assessed your needs.
- You will not receive advice or 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 you will 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.
- An admin fee is payable on application, this will vary depending on your property value. On properties valued up to £150,000 the fee is £240, from £150,001 to £250,000 the fee is £290, from £250,001 to £350,000 the fee is £370, from £350,001 to £450,000 the fee is £450, from £450,001 to £600,000 the fee is £600, from £600,001 to £750,000 the fee is £750, and properties valued over £750,001 the admin fee is £1000.
- A fee of 1% of the loan amount for conforming cases, (i.e. good credit history and standard property construction). E.g. a fee of £750 on a £75,000 mortgage. This fee is payable on completion, we will also be paid commission from the Lender.
- A fee of 3% of the loan amount for non-conforming cases, (i.e. Poor credit history or non standard property construction). E.g. a fee of £2250 on a £75,000 mortgage. This fee is payable on completion, 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.

5. Refund of Fees

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

- A full refund.
- No refund.

6. Who regulates us?

Grosvenor Mortgage & Finance, Ryknild House, Burnett Road, Streetly, Sutton Coldfield, B74 3EL is authorised and regulated by the Financial Services Authority. Our FSA Register number is 300408

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

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.

7. What to do if you have a complaint

If you wish to register a complaint please contact us:

...in writing Write to: Grosvenor Mortgage & Finance, Ryknild House, Burnett Road, Streetly, Sutton Coldfield, B74 3EL

...by phone Telephone: 0121 352 0888

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

8. 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 the compensation scheme arrangements is available from the FSCS.