

## **Our Services & Charges**

There are five stages to our mortgage & protection planning process

- 1. Initial discussion**
- 2. Fact Find Completion.**
- 3. Research, analysis and product provider liaison. We research the products that are available from mortgage advisers but not those only direct from lenders.**
- 4. Present and discuss recommendations.**
- 5. Complete applications.**

Steps 1 to 4 can usually be completed within 48 hours of your initial enquiry. Stage 5 is completed when you are satisfied with our recommendations.

**1. An initial discussion(s) for all our new clients is provided at our expense.**

- This can either be face to face or telephone conversation with a qualified mortgage & protection specialist.
- It's a chance for us to answer any questions and help you understand our services fully.
- An opportunity for us to ask questions and find out what help you require.
- A discussion on our menu of services and associated charges

**2. Fact Find Completion.**

- Completed over the telephone or face to face when possible.
- We will identify current needs and future objectives as well as details of any existing plans.
- Attitude to Risk profiling to identify the suitability of the different kinds of mortgages and protection products.
- An initial general recommendation of product types and areas that you should consider will be provided at this stage.

**3. Research, analysis and product provider liaison.**

- Conduct whole of market research using the latest independent software to ensure a product providers match with your current requirements and needs.
- Liaise with identified lenders to ensure all lending criteria can be met.
- Liaise with identified protection providers to confirm any underwriting criteria and limits.
- Check affordability and client details against known criteria to identify the appropriate solutions.
- We will advise and make a recommendation for you after we have assessed your needs

#### 4. Present and discuss recommendations

- Collate all illustrations and documentation required for our recommendations.
- Explain our findings and recommendations.
- Agree which of our recommendations you wish to proceed with. In respect of mortgage advice we now arrange the Agreement in Principle from the lender subject to valuation.

#### 5. Complete applications

- Assist with completion of all applications and documentation.
- Deal with any online applications and request any required documentation.
- Liaise with product providers and solicitors to ensure a smooth as possible transition to completion.
- Arrange any property or ancillary insurances that may be required.
- We will be on hand to deal with any queries or concerns that arise during the process and after completion.

#### The costs of our advice

##### Insurance

If you buy a non-investment insurance contract we will normally receive commission on the sale from the product provider. The amount of commission will be documented in the illustrations provided to you and in the report sent to you after completion. We offer products from a range of insurers for Term Assurance, Mortgage Payment Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Accident Sickness and Unemployment Insurance. Our research is based upon a fair analysis of the relevant market.

##### Mortgage research and recommendation fees.

We will provide advice on suitable mortgage products and research the whole of the market for available competitive products. We will produce a recommendation and arrange for a decision in principle from the lender. **Our standard fee for this work is waived for police officers and police staff.**

##### Mortgage Administration Fees

We will assist with the completion of application forms and administer your application through to completion. We will liaise with the lender, surveyors and your legal representatives to help ensure the speedy production of a mortgage offer. **Our standard charge for this work is £150.00 due on receipt of a mortgage offer from the lender.**

##### Arranging a mortgage

We will be paid a **procurator fee** direct from the lender on completion of the mortgage in the region of **0.35% of the amount of your loan**. For example a typical procurator fee for an £80,000 mortgage would be £280.00.

##### Special Circumstances

You may require us to carry out additional work on your behalf and in those circumstances we will notify you of any charges prior to any additional chargeable work commencing.



## **Our Terms of Business for Home Finance & Insurance**

This terms of business is issued on behalf of PolFed Mortgages which is a trading style of Hanson Financial Partners Ltd of 11 Witney Way, Boldon Business Park, Boldon, Tyne and Wear, NE35 9PE who can be contacted at [info@hansonwealth.co.uk](mailto:info@hansonwealth.co.uk) or 0191 4952254.

### **Authorisation Statement**

Hanson Financial Partners Ltd is Authorised and Regulated by the Financial Conduct Authority. The Financial Conduct Authority (FCA) regulates the financial services industry in the UK and their address is 25 The North Colonnade, Canary Wharf, London, E14 5HS. You can check this on the FCA's Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) FCA No. 529347 or by contacting the FCA on 0800 111 6678

### **Scope of Service**

We operate independently and therefore provide mortgage advice and recommend mortgages from the whole of the intermediary market. This may include exclusive products that are only available from mortgage advisers. Our recommendations will not include products that are only available directly from the lenders. We provide advice and recommendations from a fair analysis of the market for insurances

### **Restrictions**

Unless advised to the contrary, we will assume that you wish to place no restrictions on the types of mortgages or insurances we may recommend.

### **Right to Cancel**

We will inform you of your statutory right to cancel any products purchased. The Distance Marketing Directive normally grants you 30 days in which you may cancel a life contract. In general terms you will have a 30 day cancellation period for a pure protection policy and a 14 day cancellation period for a general insurance policy. However there will be occasions where no statutory rights are granted. The actual cancellation period will be explained and confirmed before any contract is concluded.

### **Complaints**

If you wish to register a complaint, please write to **Hanson Financial Partners Ltd of 11 Witney Way, Boldon Business Park, Boldon, Tyne and Wear, NE35 9PE** or telephone **0191 495 2254**.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

### **Compensation Scheme**

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business and the circumstances of the claim. Most types of investment business and Home Finance arrangements are covered up to a maximum limit of £50,000

16 November 2017

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.  
Further information about this compensation scheme arrangement is available from the FSCS.

### **Data Protection**

The information you provide us is subject to the Data Protection Act 1998 (the "Act"). Unless you notify us to the contrary, your acceptance of our terms of business confirms your consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and ongoing service management.

"Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FCA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested. If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on **0191 495 2254** or in writing at **Hanson Financial Partners Ltd of 11 Witney Way, Boldon Business Park, Boldon, Tyne and Wear, NE35 9PE.**

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purposes. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.