

IMPORTANT INFORMATION about our mortgage services

1. General information

This document provides information about the services we offer. Use it to decide if our services are right for you.

2. 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 our own mortgages

3. Which service will we provide you with?

- ☐ We will advise and make recommendations 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 this service?

- ☒ No Fee.
- ☐ A Fee.

You will receive an illustration when considering a particular mortgage which will tell you about any fees relating to it.

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 **0845 45 45 800**

If you cannot 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 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 circumstances of the claim.

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