



Financial Services Ltd.

Capital Alliance Financial Services Ltd Suite 112 No.1 Hanley St Nottingham NG1 5BL

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Services and Terms of Business

Who are we?

Capital Alliance Financial Services Ltd. is an Appointed Representative of Connect IFA Ltd who are mortgage and insurance advisers authorised and regulated by the Financial Conduct Authority (FCA), registration number 441505. You can check this and also our own company's records on the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768. The FCA is the independent watchdog that regulates financial services. Use this disclosure document to decide if our services are right for you. It explains the service we offer and how you will pay for it.

Our company's service and permitted business includes advising and arranging mortgages and insurance as stated below:

Mortgages

- We will advise and make a recommendation to you on Business Buy to Let mortgages, Buy to Let second charge loans, Buy to Let further advances and Consumer Buy to Lets, after we have assessed your needs.
- If you are looking to increasing your borrowing on an existing mortgage we will not provide advice on unsecured loans, which is an alternative option available that you may wish to consider.
- We offer a comprehensive range of mortgages from Lenders across the market, but not deals that you can only obtain by going direct to a Lender.
- We can also arrange a wide range of other finance such as Commercial and Development Finance and Bridging Finance.
- In addition to any fees we charge, we may receive commission from the lender and you have the right to request details of any commission payments we may receive.

Mortgage Services and Fees

Mortgage/Loan - Initial evaluation stage: No charge

- We will consider your financial circumstances and requirements then provide you with information, on the most competitive lender and product options suited to you for your property finance;
- We will provide you with an Illustration or ESIS document (European Standardised Information Sheet) to outline in writing all the features and costs associated with any mortgage or loan we recommend;
- We will arrange an initial decision in principle with the recommended lender. This means the lender confirms they are willing to lend subject to receipt of a satisfactory valuation and all supporting application documentation;
- If required, we will make a recommendation to you for a solicitors' firm to facilitate the legal work required for your property purchase.

Mortgage/Loan - Processing stage: A Fee £199.00

- On receipt of your application fee we will start the process of completing the application form and collating it with any other documentation required by the lender and then submit to this on your behalf;

- We will communicate to you in a timely fashion, any other supporting information the lender requires in conjunction with your application;
- We will check documentation you supply is consistent with the expectations and requirements of the lender;
- We will ensure the lender application is monitored and progressing, for example checking that valuations are instructed and lenders are working within their published service timescales;
- We will update you fully on the progress of the application until the lender issues the formal loan offer.

Mortgage/Loan – A fee charge of 0.5% * (minimum £495) of the loan size is payable once you receive your offer from the lender.

- We will check the loan offer to ensure it is correct, at this point our offer fee as detailed above for successfully securing you the lender offer, becomes payable;
- We will assist you if required with meeting any offer conditions such as arranging property insurance;
- We will liaise with your legal representative to ensure they have received a copy of the offer and assist them where needed;
- We will liaise with the lender if any offer amendments are needed, for example if there is a change to the purchase price or mortgage amount required;
- We will continue to monitor and assist with your application until your purchase is successfully completed.

*Example: The fee payable would be £ 750 for a loan size of £150000

The fees quoted are for standard mortgage/loan transactions. Should more specialist requirements be needed, we will advise you in writing if a different fee scale will apply before proceeding with an application.

Insurance

- We will advise and make a recommendation to you after we have assessed your insurance needs.
- We can offer products from a limited number of insurers for Buildings and Contents. Please Ask us for a list of insurers we offer insurance from.
- We do not charge a fee for advising and arranging Buildings and Contents insurance policies. We will receive commission from the Insurer we place your business with.

Terms and Conditions

Instruction to proceed

Please sign this document to confirm you would like to proceed with our services. Where we recommend a product from a lender who wishes to deal directly with you or you chose yourself to deal directly with a lender we have recommended, our fees as detailed on [page one still apply](#). Where speed is required, we will consider accepting your verbal instructions to proceed and in this circumstance you understand that instructing us to proceed is your acceptance of these terms and conditions.

Payment of fees

We confirm your payment options Cheque or BACS we will forward you the details when payment is being made.

We reserve the right to charge interest at the rate of 8% per annum for any amounts due to us which remain unpaid after the due date.

Restrictions and Legal Jurisdiction

Please be aware that the FCA does not regulate all the mortgages and property finance we are able to arrange. Where they do fall under regulation we will notify you of that fact. We are committed however to providing the same high standards even when dealing with your requirements for non-regulated products. This agreement will be governed by and construed in accordance with the laws of England and Wales and any dispute will be subject to the exclusive jurisdiction of the courts of England and Wales.

What to do if you have a complaint

It is our intention to provide you with a high level of customer service at all times. If there is an occasion when we do not meet these standards and you wish to register a complaint, please write to: Elizabeth Syms; Connect IFA Ltd, 39

Station Lane, Hornchurch, RM12 6JL or call: 01708 676133. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service www.financial-ombudsman.org.uk.

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. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Regulated Mortgage advising and arranging is covered up to a maximum limit of £50,000.

Data Protection

We will store and use any personal information about you to fulfil your instructions and in accordance with the Data Protection Act 1998 ("the Act"). This information may be made available to certain third parties such as regulatory authorities and our auditors who may also be bound by the Act. If you have been introduced to us by a third party, we will keep private from the third party all personal information, although we may provide to them updates on the progress of your application unless you specifically request us not to.

Following completion of your mortgage or loan and/or setting up an insurance policy on your behalf, we will keep in contact with you by any appropriate means to review your arrangements and keep you informed of any products or services that may be of interest to you. Please tick here if you do **not** require this service:

DECLARATION

I/we understand and agree to the terms and conditions and information outlined in this document and I/we wish to proceed with instructing Capital Alliance Financial Services Ltd. to assist me/us with my/our mortgage or loan and/or insurance requirements.

I/we understand that when Capital Alliance Financial Services Ltd. approach a lender on my behalf for an application or a decision in principle that the lender may undertake a credit search. I/we agree and understand that the credit search will be performed to determine my/our credit worthiness for any loan and that the details of this search will form a permanent part of my/or credit record. I/we also understand that repeated searches of this nature can have an adverse effect on my/our credit record.

I/we give our authority for Capital Alliance Financial Services Ltd. to provide progress updates to the person or company that introduced us to Capital Alliance Financial Services Ltd. where applicable or to the Estate/Property Agent who is selling the property.

If for any reason our fee is not paid before completion of the loan, I/we give my/our irrevocable authority for our solicitor to deduct the fee from the completion funds and forward this directly to Capital Alliance Financial Services Ltd.

I/we understand as part of the underwriting process, the mortgage or loan provider and/or Connect IFA Ltd and or Capital Alliance Financial Services Ltd. may need to contact third party institutions such as your current or previous employers, mortgage providers, accountants, banks and the Inland Revenue to confirm the completeness and accuracy of any information supplied in relation to my/our mortgage application. I/we understand and authorise such enquiries.

Applicants name	Signature	Date