



**Monetary Solutions Ltd**

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# MORTGAGE & INSURANCE CLIENT AGREEMENT

[www.monetarysolutions.co.uk](http://www.monetarysolutions.co.uk)

Monetary Solutions Limited is authorised and regulated by the Financial Conduct Authority.  
FCA Registration No 590335.

Registered Office: Palmerston House, 814 Brighton Road, Purley, Surrey, CR8 2BR  
Registered as a Company in England & Wales, No: 04447357



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You can check this on the FCA's Register by visiting the FCA's website [https://Register.fca.org.uk/ShPo\\_Homepage](https://Register.fca.org.uk/ShPo_Homepage) or by contacting the FCA on 0800 111 6768

## Our Commitment to You

We will advise and make a recommendation for you after we have assessed your needs for mortgages, life assurance and health insurance. Any advice provided will be confirmed to you in writing.

## Complaints

If you wish to register a complaint please contact us in writing at the above address, or telephone us on 0208 655 8488. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. <http://www.financial-ombudsman.org.uk>

## Compensation Arrangements

We have briefly set out some information about the Financial Services Compensation Scheme (FSCS) below. If you would like further information about compensation scheme arrangements, details are available at [www.fscs.org.uk](http://www.fscs.org.uk) or call 0800 678 1100.

Most of the products we advise on are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if product providers or we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

The actual level of compensation you will receive will depend on the basis of your claim. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category (listed below)

For claims against companies declared in default from 1<sup>st</sup> January 2010. Mortgage advising and arranging is covered for 100% of £50,000 so the maximum compensation is £50,000 per person per firm. **(Please note that the FSCS does not cover buy to let mortgages)**

## Protection, non-investment insurance mediation.

For insurance, protection is at 100%, where:

(1) The claim is in respect of a liability subject to compulsory insurance:

(2) The claim is in respect of:

A relevant omission; and

A professional indemnity insurance contract, or would be in respect of a professional indemnity insurance contract if the insurance contract had been effected:

(3) The claim is:

In respect of a relevant omission;

In respect of a relevant general insurance contract or would be in respect of a relevant general insurance contract if the insurance contract had been effected; and

Arises from the death or incapacity of the policyholder owing to injury, sickness or infirmity:

(4) The claim is in respect of:

A relevant omission; and

A pure protection contract, or would be in respect of a pure protection contract if the insurance contract had been effected

(5) In all other cases: 90% of claim

## Conflicts of Interest

We have a legal and regulatory obligation to take all appropriate steps to identify and to prevent or manage conflicts of interest from arising. In the event of any of our business interests or activities creating a potential conflict of interest we will ensure that we take all appropriate steps to manage the potential conflict by maintaining robust systems, controls and staff training. In the unlikely event that we are unable to prevent the potential conflict, we will fully disclose to you, the general nature and/or sources of conflicts of interest and the steps taken to mitigate those risks.

## Accounting to you

We will forward to you any documents we receive in relation to business transacted as soon as practicable; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.

## Our Services

Monetary Solutions Limited is permitted to advise on and arrange mortgage and insurance contracts. We offer Residential Mortgages & Equity Release solutions.

With regard to any contract, which we have arranged for you, these will not be kept under review but we will advise you upon your request.

**The firm does not handle clients' money.** We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

## Termination of our services

You or we may terminate our authority to act on your behalf at any time.

## MORTGAGE SERVICES

### Mortgages

Monetary Solutions Limited classifies all mortgage customers as 'clients', which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA).

Should we need to classify you differently we will discuss this with you, however, you should aware that you may lose a number of regulatory protections which will be outlined in a revised agreement.

### Scope of Advice

We offer a comprehensive range of mortgages from across the market, but not deals that you can only obtain by going direct to a lender.

For second charges or consumer buy to let mortgages, we offer a comprehensive range of mortgages from across the market, but not deals that you can only obtain by going direct to a lender.

We offer the following alternative finance options:

- A further advance from an existing lender
- A second charge mortgage
- Consumer buy to let
- A re-mortgage
- Bridging Finance

We do not offer the following finance options:

An unsecured loan.

### **Our Charges**

We would normally be paid a procurement fee by the lender of up to 0.5% for mortgages and consumer buy to let mortgages. For example, for a mortgage of £100,000 we would receive a fee of up to £500. For mortgages and consumer buy to let mortgages up to and including £150,000 we also charge a flat fee of £250 to research the market and advise you on the most appropriate loan for your needs.

The £250 is payable upfront and is only refundable if we cannot find a lender to place the mortgage with.

For a second charge mortgage we will be paid a procurement fee by the lender.

You may request an illustration from your adviser whenever our firm provides you with information, specific to the amount you want to borrow, following assessment of your needs and circumstances.

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

## **INSURANCE SERVICES**

### **Client Classification**

Monetary Solutions classifies all clients as 'consumers' for non-investment insurance business, which means you are afforded all protections under the rules of the Financial Conduct Authority (FCA). Your adviser will inform you should your circumstances dictate that we would need to classify you differently for non-investment insurance business. You should be aware that you may lose a number of regulatory protections which will be outlined in a revised agreement.

### **Scope of Advice**

We offer products from a range of insurers on the basis of a fair analysis of the market for example for Term Assurance, Critical Illness and Permanent Health Insurance.

### **Payment for Services**

We will be remunerated for protection advice via a commission derived from the product provider. You will receive a Client Specific Illustration, which will detail any other fees relating to your particular insurance policy.

### **Accounting to You**

We will forward to you all documents relating to your non-investment insurance contract(s) as soon as practicable after we receive them; where a number of documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you

## **DATA PROTECTION**

Full Details of our Data Protection statement and policy are in the document that was issued to you separately.

# CLIENT CONSENT

## DATA PROTECTION STATEMENT

Full Details of our Data Protection statement and policy are in the document that was issued to you separately.

This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

## How to withhold your consent

Please tick this box if you do not consent to us processing any sensitive personal data.	
Please tick this box if you are happy for us or any company associated with to contact you for marketing purposes.	
Please tick this box if you are happy for us to contact you for marketing purposes by email.	
Please tick this box if you would be happy to receive documents from us by secure email. (Registration Required)	
Please provide email address below:  .....	

I/We agree that this client agreement will come into effect from the date of issue.

Client Name (s)	(1)..... (2).....
Client Signature (s)	(1) ..... (2).....
Date of Issue	.....