

keyfacts

about our mortgage services

**A Mortgage Now LLP
Ash House
8 Second Cross Road
Twickenham
Middlesex
TW2 5RF**

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?

We offer mortgage products from the whole market.

3. Which service will we provide you with?

We will advise and make a recommendation for you after we have assessed your needs.

4. What will you have to pay us for our services?

A fee of £299.00 which is payable when your mortgage completes.

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

We will also be paid commission from the lender.

5. Refund of Fees

If we charge you a fee, and your mortgage does not go ahead, you will receive a full refund.

6. Who regulates us?

A Mortgage Now LLP, 8 Second Cross Road, Twickenham, Middlesex TW2 5RF, is authorised and regulated by the Financial Services Authority.

Our registration number is 301637.

Our permitted business is residential mortgages.

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:
Complaints Department, P.O. Box 3357, Wokingham, RG40 4XE

By Phone:
08456 44 0950/60

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.

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 compensation scheme arrangements is available for the FSCS.