

key facts

about our services



Unit 6,
Minton Distribution Park
London Rd
Amesbury
Wilts
SP4 7RT
Tel: 0800 988 0160

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?

Insurance

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers for Buildings & Contents, Accident Sickness & Unemployment, Life Insurance & Critical Illness.
- We can only offer a product(s) from 'named' Insurance Company.
- We can only offer our own product(s).

Mortgages

- We offer mortgages from the whole of the market.
- We only offer mortgages from a limited number of lenders. Ask us for a list of the lenders we offer from.
- We can only offer a limited range of mortgages from a single lender.

3. Which service will we provide you with?

Insurance

- We will advise and make a recommendation 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.

Mortgages

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4. What will you pay us for this service?

Insurance

- A Fee.
- No Fee.

You will receive a key facts illustration which will tell you about any fees relating to a particular Insurance policy.

Mortgages

- A fee of 2% of the amount borrowed (a minimum of £1995 and a maximum of £2995 will apply) for arranging your mortgage. The exact amount you will pay will depend on the loan amount. For a mortgage of £100,000 the fee will be £2,000. This fee will be payable upon completion of your mortgage and can be added to your mortgage if you wish. We will also be paid commission from the lender.

For purchases we will charge a fee of £250 payable on application as a contribution towards administrative costs. This fee will be refundable upon completion. If you use our panel solicitor for the purchase of your property, we will pass this cost onto you.

For a remortgage, the fee shown above includes all valuation fees and legal fees if you use our panel solicitor.

- No fee

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

Refund of fees

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

- A full refund of the administration fee (for purchases only) if the valuation of the property has not been instructed. The arrangement fee is only charged if your mortgage completes.
- No refund (if you decide not to take out a mortgage).

5. Who regulates us?

Lateral Money, Unit 6 Minton Distribution Park, London Rd, Amesbury, Wilts, SP4 7RT is authorised and regulated by the Financial Services Authority. Our FSA register number is 300171

Our permitted business is arranging mortgages and non-investment insurances. 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.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

.... in writing Write to: Lateral Money, (Complaints Department)
Unit 6 Minton Distribution Park
London Road
Amesbury
Wilts SP4 7RT
.... by Telephone: 01980 664700

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

7. 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.

Insurance

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

Mortgages

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 from the FSCS.