Mortgage Quest

Unit 6 New Cambridge House, Bassingbourn Road, Litlington, Royston, SG8 0SS, GB

Email: trevor.peer@gmail.com
Office: 01763 244884
Website: https://www.mortgagequestroyston.co.uk/

Information about our mortgage and insurance services

The following information is to help you decide if our services are right for you. It is important to us that you understand the services we are providing, so please take time to read this document carefully. If you have any questions, please do not hesitate to ask your advisor.

Our Services

Residential Regulated Mortgages

If you are borrowing money against a property that you or a family member will live in, this will be a regulated mortgage. We will provide advice and make a recommendation on the most appropriate product for you after we have assessed your needs and circumstances.

In most cases, our recommendation will involve borrowing against your home from a single mortgage lender. In some cases, it may be more appropriate to take out a second charge mortgage, where additional money is borrowed from a different lender to your existing lender without repaying your existing mortgage. We will advise and make a recommendation for such a product, if appropriate having assessed your needs and circumstances.

Consumer Buy to Let Mortgages & Unregulated Buy to Let Mortgages

Mortgages for a property that is to be let out, will normally be a Consumer Buy to Let (CBTL) mortgage or unregulated Buy to Let (BTL) mortgage. We will provide advice and make a recommendation for you after we have assessed your needs and circumstances.

Please note that our recommendations with respect to Buy to Let are limited to helping you arrange a suitable mortgage. We will not advise you about whether or not the property you plan to buy and let out to tenants will turn out to be a sound investment.

Protection Insurance

Health and Protection insurance provides insurance against personal changes in circumstances such as death, illness or inability to work. We will provide advice and make a personal recommendation for you after we have assessed your needs and circumstances. We provide an intermediary service and act on your behalf. We are able to provide advice on the following products:

- Life Insurance
- Critical Illness Cover
- Income Protection
- Family Income Benefit
- Non-profit Whole of Life

Building & Contents Insurance

We may provide advice and make a personal recommendation for you after we have assessed your needs and demands. We provide an intermediary service and act on your behalf.

We may alternatively refer you to a trusted partner for your Building and Contents Insurance needs.

The Products We Offer

Mortgages

We offer a comprehensive range of first and second charge regulated mortgage contracts for both business and non-business purposes, as well as Consumer Buy to Let (CBTL) and unregulated Buy to Let (BTL) mortgage contracts from over 65 lenders across the market but not deals that you can only obtain by going direct to a lender. A list of the lenders is available on request.

In circumstances where you are looking to increase existing borrowing, the following options, on which we may not be able to advise, may be more appropriate:

- A further advance from your existing lender
- An unsecured loan

Insurance

We recommend products based on a fair and personal analysis for term assurance, critical illness, whole of life insurance, family income benefit and income protection.

We recommend products based on a fair and personal analysis for buildings and contents insurance.

The Cost of Our Services

Mortgages

No fee, we will be paid a commission by the lender.

You will receive a personalised illustration (ESIS) when considering a particular mortgage, which will tell you about any fees relating to it, and the commission we will be paid. You have the right to ask for information on the variation in levels of commission payable by mortgage lenders. You also have the right to request an illustration for any mortgage we offer.

Insurance

We arrange the policy with the insurer on your behalf. You do not pay us a fee for doing this. We receive commission from the insurer which is a percentage of the total annual premium.

You will receive an illustration that will tell you about any other fees relating to a particular insurance contract.

Conflict of Interest

We will not transact business where we believe this could result in a conflict of interest. Where we believe that our interests conflict, we will inform you in writing and agree with you how we can proceed.

Additional Services

We have a regulatory duty to advise you of foreseeable risk and recommend ways to mitigate those risks. As part of this process, we may recommend that you work with a trusted partner to do so. We may receive a referral fee from these partners.

Your Responsibilities

You must be honest and transparent in the information you provide. Incomplete or inaccurate information about you, your health, any existing products you hold, your financial history or any property you are mortgaging could impact our advice and result in a less suitable recommendation.

In the worst case, it may result in your mortgage or insurance becoming void, and if considered fraudulent impact your future ability to obtain credit or insurance.

If your circumstances change before the completion of your mortgage or your insurance application you should inform your advisor immediately so they can ensure the advice given is still relevant and make any appropriate adjustments.

You should check all information and documents provided to ensure they accurately reflect your circumstances and expectations. Do not hesitate to contact your advisor if you have questions or concerns.

Additional Needs

We are committed to ensuring good advice and outcomes regardless of needs and circumstances, including any disabilities or vulnerabilities.

Please let us know of any such circumstances or needs you may have so that we can ensure they are accommodated.

Information Security and Data Privacy

The security and protection of your data is important to us. Full details on how we process and use your information is included in the Data Privacy Notice provided with this document.

Complaints

If you wish to register a complaint please contact us using any of the following:

Write to:

The Right Mortgage Limited
70 St. Johns Close
Knowle
Solihull
B93 0NH

Email

complaints@therightmortgage.co.uk

Telephone

01564 732744

If we do not resolve the complaint to your satisfaction, you may also contact The Financial Ombudsman Service who can be contacted at: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone: 0800 0234567. Email: complaint.info@financial-ombudsman.org.uk

Please note the Financial Ombudsman will not be able to assist where your complaint relates to a BTL mortgage, unless you or a family member live or intend to live at the property.

Regulation

Mortgage Quest is an appointed representative of The Right Mortgage Limited, The Right Mortgage & Protection Network, 70 St. Johns Close, Knowle, Solihull B93 0NH, which is authorised and regulated by the Financial Conduct Authority (FCA). The Right Mortgage Limited's Financial Services Register number is 649443. The FCA is an independent watchdog that regulates financial services.

The Right Mortgage Limited's permitted business is advising, arranging (bringing about) and making arrangements with respect to regulated mortgage contracts (some of which may be Buy to Let finance) and non-investment insurance contracts. The Right Mortgage Limited is only responsible for the services disclosed in this document, or any additional The Right Mortgage Limited 'information about our services' document provided to you. All other services are the sole responsibility of Mortgage Quest .

You can check this on the Financial Services Register by visiting the FCA's website https://www.fca.org.uk/firms/financial-services-register or by contacting the FCA on 0800 111 6768.

In most cases, advising on and arranging Buy to Let mortgages is not regulated by the Financial Conduct Authority.

However, where you or a close relative intend to occupy the property, or if you or a close relative have lived in the property before then these are likely to be regulated by the Financial Conduct Authority.

Financial Services Compensation Scheme

Our regulated services are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if you are due compensation from us and we are unable to pay what you are owed. Entitlement to compensation will depend on the type of business and the circumstances of the claim.

Residential Mortgages

Advising and arranging is covered up to a maximum limit of £85,000.

Insurance

Advising and arranging is covered for 100% of the claim with no upper limit for long term insurance and 90% of the claim with no upper limit for all other types of cover.

Buy to Let Mortgages

Most Buy to Let mortgages are not covered by the FSCS. However if a close family member will be renting the property then you may be covered by the FSCS up to a maximum limit of £85,000.

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