**M&M Mortgage Solutions Limited**

**44 Micklegate, Selby, North Yorkshire YO8 4EQ**

**Telephone :- 01757 702388**

**E-mail :- markmills.as@virgin.net**

**Who are we and what do we do?**

**We have provided advice to our clients on mortgages and insurances for over 8 years, giving full service and support in all aspects of residential purchases.**

M&M Mortgage Solutions Ltd is authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent regulator of financial services in the United Kingdom. M&M Mortgage Solutions Limited is entered on the Financial Services Register ([www.fca.org.uk/register](http://www.fca.org.uk/register)) under reference 588631

**What can we do for you?**

Our mainstream service is to act on your behalf for the purpose of arranging and advising on the following:

* Personal & Family Protection, for example a Life Insurance or Critical Illness Plan;
* Mortgages, including Buy-to Let;
* General Insurance, for example Buildings, Contents or Private Medical.

For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs and objectives to determine if these services are suitable for you. We will then undertake research in order to provide a personal recommendation(s) and related information relevant to your individual circumstances. If, after due consideration you would like to accept any or all of our recommendation(s), we will then implement them and arrange any products and/or related services on your behalf.

**Further details about these and other related services we provide are contained in the pages below. This also confirms their typical cost and how you can pay us for them.**

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| **IMPORTANT INFORMATION**  Before you consider our services in more detail we would like to draw your attention to the following important information:  When we have discussed and agreed with you the services that we are to provide we will confirm this to you in a Client Agreement. This will describe the scope and specific services to be provided, the cost and how it can be paid for. It will also confirm how we use and store personal information that we collect from you in the course of providing our services. A copy of our standard Client Agreement is available on request.  From time to time it may be necessary for us to collect personal information from you, prior to concluding a written Client Agreement, to assess whether we are able to meet your needs. In this event we will clearly identify the data to be collected and will use it only for the purpose of assessing our ability to provide services to you.  We will not advise you if you are experiencing difficulties managing debt. Free help and advice about managing your debts is available by contacting the Money Advice Service via its website;[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) |

**INFORMATION ABOUT OUR MORTGAGE SERVICES**

**Whose products do we offer?**

We are not limited in the range of mortgages we will consider for you. We offer both first and second charge mortgages.

For those seeking to increase their existing borrowing, alternative finance options may be available and more appropriate for your needs. For example, a further advance from your existing lender or an unsecured loan (e.g. a personal loan).

**How much will you have to pay for our mortgage services?**

For establishing your needs, undertaking research and making a recommendation, we may charge a fee of 2% of the mortgage value. For example if you borrow £75,000 the fee will be £1500.

Our fee becomes payable when we provide you with our recommendation(s).

If you choose to proceed with our recommendation and the mortgage goes ahead, we will also be paid commission from the lender for arranging the mortgage on your behalf.

The amount of commission we receive varies from lender to lender. Information about the range of commissions available to us from the mortgage products we recommend is available on request.

If you apply for a mortgage that does not go ahead, you will receive no refund.

You will receive a personalised illustration when considering a particular mortgage. This will highlight the key facts about the mortgage product, including any fees relating to it and the amount of any commission due to us from the mortgage lender.

**INFORMATION ABOUT OUR INSURANCE SERVICES**

**Personal and Family Protection**

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for, Life Assurance, Critical Illness Cover, and Income Protection Insurance.

**General Insurance**

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for Buildings & Contents, Accident Sickness & Unemployment and Private Medical Insurance

**How much do we charge for our insurance services?**

We do not charge a fee for advice and arranging an insurance product. We will receive commission from the insurer and this is reflected in the premium amount you pay to them. The amount of commission we receive will vary depending on the type of contract, term of the cover and the premium amount.

**INFORMATION ABOUT OUR OTHER RELATED SERVICES**

**Credit Broking**

We are also Credit Brokers. This means that if you require a loan other than a mortgage (e.g. a personal loan) we can refer you to a specialist third party who can discuss your specific needs with you. We will not advise you on this type of borrowing and you will need to make up your own mind whether to go ahead with it or not.

**WHAT HAPPENS IF YOU HAVE A COMPLAINT?**

If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint, is available upon request.

If you would like to make a complaint please contact us either in writing to:

**Complaints, M&M Mortgage Solutions Limited (Complaints Dept.), 44 Micklegate, Selby, North Yorkshire YO8 4EQ**

or by e-mail:markmills.as@virgin.netor by telephone: 01757 702388

If we are unable to settle your complaint or you are unhappy with our response, the Financial Ombudsman Service may be able to help. We will explain how at that point.

If you require further information about the Financial Ombudsman Service you can contact them directly:

**Tel: 0800 0234567  
Website:** [**www.financial-ombudsman.org.uk**](http://www.financial-ombudsman.org.uk)

**ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?**

Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:

**Long Term Insurance Contracts:**

Arranging and advising on long term insurance contracts (e.g. a life insurance or critical illness policy) is covered for 100% of the claim without upper limit.

**General Insurance Contracts:**

Arranging and advising on compulsory classes of insurance (e.g. employers liability), professional indemnity insurance, and general insurance contracts that pay out on death or incapacity due to injury, sickness, or infirmity (e.g. an accident & sickness policy) is covered for 100% of the claim without upper limit.

Arranging and advising on other types of general insurance contracts (e.g. Building and Contents) is covered for 90% of the claim without upper limit.

**Mortgages Products:**

Arranging and advising on mortgages products is covered up to a maximum limit of £50,000 per person per firm.

Further information about the FSCS is available from their website: [**www.fscs.org.uk**](http://www.fscs.org.uk)