

i-Mortgage Services Limited

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Terms of Business

The Mortgage Code came into effect for intermediaries on 30th April 1998 and is a voluntary Code to which we subscribe. The Code sets minimum standards of good lending and advisory practice to be followed by all lenders and mortgage intermediaries. We enclose a copy of a leaflet summarising the Code and explaining what you can expect from us.

- i-Mortgage Services Limited is registered with the Mortgage Code Compliance Board under registration number 5588371
- Under the terms of the Code there are three levels of service available. These are:

- a) Full advice and recommendation;
- b) Information on different types of mortgage products available to allow you to make a choice;
- c) Information on a single product only, where no advice is given.

We offer a full advice and recommendation service in all cases.

- We constantly review the whole mortgage market in order to select the appropriate lender and mortgage product to meet your individual circumstances and needs and we will therefore be acting on your behalf. However as we have special arrangements with certain mortgage providers, which change from time to time, we will advise you of these particular arrangements when researching the market.
- During the consultation process, which may be conducted on the telephone or via the Internet, with your assistance, we will be completing a detailed mortgage questionnaire to enable appropriate advice to be given to you on your mortgage requirements.
- We will also provide you with information relevant to your mortgage needs, covering such items as an explanation of the main repayment methods and the implications of taking out a mortgage - a full information list can be found in Section 3.2 of the Mortgage Code.
- Once we have made our recommendations to you, we will confirm our advice in writing. You should keep this as it will be an important record of our discussions. Details of the loan will also be confirmed in your lender's formal offer.
- We may receive fees from lenders with whom we place mortgages. Before you take out a mortgage, we will tell you the amount of the fee in writing. If the fee is less than £250, we will confirm that we will receive up to this amount. If the fee is £250 or more, we will tell you the exact amount.
- We reserve the right to charge a fee for our services. If a fee is being charged we will advise you in writing prior to carrying out any work on your behalf. We may also receive other income as a result of arranging insurance and other products in association with your mortgage.
- We will treat all your personal information as private and confidential (even when you are no longer a customer) except where we are permitted by Law or where disclosure is made at your request or with your consent in relation to arranging your mortgage. You have the right of access under the Data Protection Act 1998 to your personal records held on our files.
- The Mortgage Code Compliance Board (MCCB) regulates the Mortgage Code to which we subscribe. As part of MCCB's duties we may be asked to provide them with access to our customer records in order that they may carry out an audit of our activities.
- Our aim is to provide you with a first class professional and confidential service. We have internal procedures for handling complaints fairly and speedily and, should a complaint arise, in the first instance you should contact our Mortgage Code Compliance Officer at the address or telephone number detailed above.
- Thereafter, should the complaint not be resolved to your satisfaction, we will assist you in resolving it by referring it to The Mortgage Code Arbitration Scheme whose address is, The Mortgage Code Arbitration Scheme, International Arbitration Centre, 12 Bloomsbury Square, London, WC1A 2LP.

This Letter solely relates to mortgage business. Our Terms of Business for items regulated by the Financial Services Authority are provided separately.

Mortgage Consultants and Brokers – Residential and Commercial – Mortgage Protection

Registered in England and Wales: No. 4277784

Registered Office: Vaughan Chambers, Vaughan Road, Harpenden. Herts., AL5 4EE

Mortgage Code: 5588371. Consumer Credit No. 509841