

TERMS OF BUSINESS BROOKLANDS COMMERCIAL FINANCE LIMITED

This document sets out how we will deal with you in the provision of our services. Brooklands Commercial Finance is authorised and regulated by the Financial Conduct Authority (FCA).

OUR SERVICES

We will at all times act in your best interests, we will source loans from the market that are suitable to the requirements you disclose to us. When the preferred option has been agreed, we will provide you with information about the loan and the provider of this to ensure you understand your responsibilities and commitments, before proceeding.

Our aim is to provide you with a professional and confidential service that delivers the highest possible standards. However, there may be occasions where you feel this has not been achieved and should you wish to make a complaint about any aspect of the service we provide to you, you can do this by writing to Malcolm Jones at Brooklands House 4a Guildford Road, Woking GU22 7PX or by telephoning us on 03455 488002 where we will try to resolve your concern at the earliest time possible.

CONFIRMATION OF AREAS OF ADVICE

Bridging and short term loans including Refurbishment and Conversion loans

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

Development Finance Loans

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

Insurance

We will advise and make a recommendation for you after we have assessed your needs for Life Assurance, Critical Illness, Income Protection, Accident Sickness & Unemployment, Home Insurance, and Private Medical Insurance.

Mortgages: First and Second charge

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

Life time mortgages and Home reversion plans

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

Secured and Unsecured business loans

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

CONFIRMATION OF WHOSE PRODUCTS WE OFFER

Bridging and short term loans including Refurbishment and Conversion loans

We offer a review service that is representative of the whole of the market

Development Finance Loans

We offer a review service that is representative of the whole of the market.

Insurance

We offer Private Medical Insurance products from a range of insurers.

We offer Life, Critical Illness, Income Protection, Whole of Life and building insurance products from a panel of leading insurers. Ask us for a list of insurers we offer insurance from.

Mortgages

- **Residential**

We offer a mortgage review service that is representative of the whole of the market, but not deals that you can only obtain by going direct to a lender.

- **Business Buy to Let, Consumer Buy to let, HMO mortgages, Holiday let mortgages and expat mortgages**

We offer a mortgage review service that is representative of the whole of the market, but not deals that you can only obtain by going direct to a lender.

- **Second charge mortgages**

We offer a mortgage review service that is representative of the whole of the market, but not deals that you can only obtain by going direct to a lender.

Life time mortgages and Home reversion plans

We offer a review service that is representative of the whole of the market

Secured and Unsecured business loans

We offer a review service that is representative of the whole of the market

WHAT YOU WILL PAY FOR OUR SERVICES

Bridging and short term loans including refurbishment and conversion loans, Development Finance Loans, Secured and Unsecured business loans

The fee for these services is up to 2% of the loan amount payable on acceptance of the loan, we also charge an application fee, and this fee will be disclosed on your fee agreement. The application fee is payable on submission of the application. During our discussion we will confirm with you how this will be collected, as you may have the option to pay this directly or add it to the loan. We may also be paid by commission from the lender.

Insurance

We will not charge you a fee to arrange this for you. We may also be paid by commission from the lender.

Standard Residential Mortgages

We charge a fee of £745. This fee is for advice, research, recommendation, implementation (e.g. application, administration of arranging the loan). We may also be paid by commission from the lender.

The first £495 is payable at outset to cover the advice and research and the remainder fee of £250 is payable on acceptance of formal offer to cover the application process and administration of arranging the loan.

Complex Residential Mortgages

We charge a fee of £1150. This fee is for advice, research, recommendation, implementation (e.g. application, administration of arranging the loan). We may also be paid by commission from the lender.

The first £650 is payable at outset to cover the advice and research and the remainder fee of £500 is payable on acceptance of formal offer to cover the application process and administration of arranging the loan.

We refer to complex residential mortgages when the applicants have had credit problems in the past or when the properties involved are not build with standard construction materials

Business Buy to Let, Consumer Buy to let, HMO mortgages, holiday let mortgages and expat mortgages

We charge a fee of up to 2% of the loan amount with a minimum of £1,000. This fee is for advice, research, recommendation, implementation (e.g. application, administration of arranging the loan). We may also be paid by commission from the lender.

The first £495 is payable at the point of application to cover the advice and research and the remaining balance is payable on acceptance of formal offer to cover the application process and administration of arranging the loan

Second charge mortgages

We charge a fee of up to 2% of the loan amount with a minimum of £1,000. This fee is for advice, research, recommendation, implementation (e.g. application, administration of arranging the loan). We may also be paid by commission from the lender.

The first £495 is payable at outset to cover the advice and research and the remainder fee is payable on acceptance of formal offer to cover the application process and administration of arranging the loan.

Life time mortgages and Home reversion plans

A fee of up to 2% of the loan amount with a minimum of £1,000 payable once a formal offer has been accepted. We also charge a £495 application fee which is deducted on the broker fee. We may also be paid by commission from the lender.

Secured and Unsecured business loans

The fee for these services is 2% of the loan amount with a minimum of £1,000, payable on acceptance of the loan. We also charge an application fee of £495, this fee will be disclosed on your fee agreement. The application fee is payable on submission of the application. During our discussion we will confirm with you how this will be collected, as you may have the option to pay this directly or add it to the loan. We may also be paid by commission from the lender.

The fees outlined above are NOT subject to VAT.

Any variation to these amounts will be confirmed in writing to you before proceeding further. This may be for example for larger or more complex loans, or where your personal situation is more complex regarding income sources, taxation, residence and credit rating. **Our fees are not refundable**

ONGOING SERVICES & FEES

In order to provide you with a high quality service we may want to contact you regarding items we consider are of interest to you, or to make you aware of new opportunities.

It is important to ensure your current protection plans and provisions remain in line with your objectives. If you wish, we can review this once a year with you.

If we do not review your borrowing, you may end up paying more than you need to for your loans. We aim to contact you before any special terms of your mortgage expire. Ideally this will be 6 months beforehand. We encourage you to contact us should your financial circumstances change in the meantime.

We will make reasonable endeavours to contact you. Please be aware that should we not be able to review your mortgage before the end of any special term, this may result in you paying considerably more for your loan.

CLIENT MONEY

We do not handle Client Money. Our preferred method of payment is via bank transfer.

YOUR DUTY OF DISCLOSURE

Any financial advice we provide will be based on your personal financial circumstances and objectives. It is important that the information you give us is both accurate and a true reflection of your current circumstances.

It is your responsibility to provide complete and accurate information to a provider (a provider being for example, an organisation that provides insurance, mortgage, or loans).

It is important that all statements made on any proposal form, or on any additional documentation are full and accurate.

Please be aware that if you fail to disclose any relevant information, or any change of circumstances to a provider, then the terms of your desired plan may be invalidated (e.g. an insurance claim may not be paid). We strongly recommend that the information you provide is checked thoroughly prior to submission.

Full details of the final Advice will be provided in the Fee agreement. This document will be prepared for you by your Adviser. You may also be asked to sign and return a copy of the Fee agreement document to confirm your understanding and acceptance of the arrangements.

OUR LOANS AND OWNERSHIP

Malcolm Jones owns 100% of the share capital of Brooklands Commercial Finance Limited, There are no loans outstanding for the company.

ADDRESSING FINANCIAL CRIME

All transactions relating to the services provided by us are covered by Money Laundering Regulations and the Proceeds of Crime Act.2002. The FCA also requires that we have appropriate measures in place to prevent the furtherance of financial crime.

Our responsibilities include but are not limited to verifying the identity and address of our clients and any third party making payments on their behalf. If required you must supply proof of your identity in accordance of the above Regulations. Identity verification checks may include electronic searches of the electoral roll and the use of credit reference agencies, which will result in a soft 'foot-print' on your credit records.

This foot-print is not visible to other financial service providers and does not affect your credit rating in anyway. In accordance with the Data Protection Act 1998 acceptance of these terms and conditions represents your permission for us to access this information.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS) CURRENT LIMITS

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. i.e. it differs for investments, insurance, mortgages and bank accounts.

- Insurance: Insurance advising and arranging is covered without any upper limit.
- Mortgages: Mortgage advising and arranging is covered up to a limit of £50,000.
- Investment: Most types of investment business are covered up to a limit of £50,000.
- Deposits: Bank Type Deposits are covered up to a limit of £75,000 per institution.

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

THE LAW THAT WE OPERATE UNDER

All of our agreements provided are governed and construed in accordance with the laws of England and Wales. In relation to any dispute, for your protection you agree to submit to the non-exclusive jurisdiction of the English courts.

THE DATA PROTECTION ACT 1998

The personal information you provide will assist your financial adviser in offering you the best advice as required by the Financial Services and Markets Act 2000. The personal data you provide will be used and stored in accordance with the Data Protection Act 1998. To understand exactly what data we hold, why we hold it and your rights under the Data Protection Act 1998 our Fair Processing Notice can be viewed at www.intrinsicfs.com.

DATA PROTECTION

When we provide services to you we will need to gather information about your personal circumstances. The information you provide to us will be subject to the Data Protection Act 1998 (the "Act"). By progressing an application you consent to us or any company associated with us processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on 03455 488002 or in writing at Brooklands House, 4a Guildford Road, Woking GU22 7PX.

If you do not understand any point please ask for further information.