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## Client Agreement for Mortgages and Insurance

### Authorisation Statement

**GoddardFry Wealth Management Limited** is Authorised and Regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register). Our Financial Services Register number is 525915.

### Our Services

For **Mortgages** we are independent mortgage advisers and we will recommend a mortgage product that is suitable for you following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

We will consider all products and lenders that we have access to. This means we will not consider those lenders that are only available by you going direct to them.

Where you are increasing your borrowing we will consider the merits of both a new first charge mortgage and securing this by an additional mortgage on a second charge basis.

You may have the option of a further advance from your existing lender, however, we will only consider this where we are able to deal directly with the lender on your behalf.

It may be in your best interests to explore this option and look at the further alternative of an unsecured loan, as these may be more appropriate for you.

For **Non-investment protection contracts** we are an intermediary and will act on your behalf when providing advice and making our personal recommendation(s) to you. We will do this based on a fair and personal analysis of insurers for term assurance, income protection, critical illness.

For **General Insurance** contracts we are an intermediary and will act on your behalf when recommending an insurer based on your demands and needs from a fair analysis of the market. The insurers we consider will be listed to you when we carry out our research. It will be your responsibility to ensure the policy meets your demands and needs for building and/or contents, private medical insurance, accident sickness and unemployment.

## Fees and Costs

### **Mortgages;**

By default, we charge a fee of £399 on all mortgage cases but may choose to waive this in exceptional circumstances (for example, the commission due to is of a substantial nature and more than covers the work involved).

We may need to charge more than this, again, depending on the circumstances and complexities of the work. This amount could be up to 1% of the amount borrowed. The actual amount that you pay will depend on your circumstances and will be confirmed to you in writing prior to submitting a full mortgage application.

Upon completion of a mortgage, we do receive commission from the lender, however, this might be several months after we have done the majority of the work on your case.

### **Non-Investment Protection;**

Again, we have a minimum fee, this time of £250 for any new Protection policies established. Where we have received commission from the insurer and this is more than £250 there will often be no fee to pay.

### **General Insurance Contracts**

For General Insurance we have no minimum fee.

***Note: We may decide to waive additional fees, that should by default be charged, where we feel the work to be undertaken will be covered by the commission/fees due but this is totally at our discretion.***

Where we have undertaken work on a clients behalf we reserve the right to charge a £250 admin fee should a client not proceed without good reason (including where an application rejected for non-disclosure etc).

Should you wish you can request to view the commission rates from each of the lenders/insurers we have considered at the time that we make our recommendation to you.

## Our Ethical Policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business.

### **In doing so, we will;**

- ❖ Be open, honest and transparent in the way we deal with you
- ❖ Not place our interests above yours
- ❖ Communicate clearly, promptly and without jargon
- ❖ Seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

## Cancellation Rights

Certain protection and insurance contracts allow you the right to cancel after a contract has been put in force. Prior to you entering into a contract of protection or insurance we will provide you with specific details should this apply to include: its duration; conditions, practical instructions and any costs for exercising it, together with the consequences of not exercising it.

## Instructions

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing.

## Complaints

If you wish to register a complaint, please write to **GoddardFry Wealth Management Limited, The Clink, 3 Church Street, Odiham, Hampshire, RG29 1LU**, telephone 01256 701 210 or e-mail [support@goddardfry.co.uk](mailto:support@goddardfry.co.uk).

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 023 4567.

## Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. For investment business you will be covered up to a maximum of £85,000.

Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

## Client Verification

We may be required to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

## Law

This client agreement is governed and shall be construed in accordance with **English** Law and the parties shall submit to the exclusive jurisdiction of the **English** Courts.

## Force Majeure

**GoddardFry Wealth Management Limited** shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

## Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days' notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination a due proportion of any period charges for services shall be settled to that date.