

MORTGAGE TERMS OF BUSINESS

Boon Brokers (Insurance & Mortgage Advisers) – 301141

About us

Boon Brokers, whose offices are situated at Tumbledown, Norwich Road, Woodton, Bungay, Suffolk NR35 2LP, is authorised and regulated by the Financial Conduct Authority (FCA), the independent watchdog that regulates financial services. Our Financial Service Register number is **301141**. You can view our authorisation on the FCA website - we can be found on the Financial Service Register. The FCA has authorised us for advising and arranging regulated mortgage contracts and advising and arranging regulated insurance contracts. We also offer Buy-to-Let mortgages (which are not normally regulated by the FCA) and Equity Release products (which are regulated by the FCA).

Our Services

We are not limited in the range of mortgages we will consider for you.

After we have assessed your needs, we will advise you about mortgage products and make a recommendation for a suitable mortgage.

Data Protection

We will treat your personal information confidentially even if you are no longer a client of ours. If you require details of the information that we hold about you, please contact us at our office address. We will provide assistance.

Our Fees

For mortgage advice and arrangement, excluding lifetime mortgages, we do not charge a client fee at any stage of the process. Upon completion of a mortgage transaction, we receive a procurement fee payment indirectly from lender.

You will receive a Key Facts illustration when considering a mortgage, which will tell you about any fees relating to it.

If you want to Complain

We would expect our dealings with you to pass without problem. However, in the unlikely event that you wish to register a complaint, please contact us in writing to *Complaints, Boon Brokers, Tumbledown, Norwich Road, Woodton, Bungay, Suffolk, NR35 2LP* or by telephone to *01508 483983*.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Services.

Financial Services Compensation Scheme

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends upon the type of business and the circumstances of the claim.

Mortgage advising and arranging is cover for 100% of £50,000

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

Other Matters

You will receive a separate document from us relating to insurance products if you wish to purchase insurance through our firm.