

about our services

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?

Investments

- We select products from the whole market
- We only offer products from a limited number of companies.
Ask us for a list of the companies and products we select from.
- We only select products from a single company.
- We do not advise on investments, but can introduce you to another adviser who will be able to select products from the whole market.

Mortgages

- We offer mortgages from the whole market
- We only offer mortgages from a limited number of lenders.
Ask us for a list of the lenders we offer mortgages from.
- We only offer mortgages from a single lender.
- We do not advise on mortgages, but can introduce you to another mortgage adviser will be able to select products from the whole market.

Lifetime Mortgages and Home Reversion Schemes

- We select lifetime mortgages and home reversion schemes from the whole market
- We only offer lifetime mortgages and home reversion schemes from a limited number of lenders. Ask us for a list of the lenders we select from.
- We only select lifetime mortgages and home reversion schemes from a single lender.
- We do not advise on lifetime mortgages and home reversion schemes, but can introduce you to another adviser who will be able to select products from the whole market.

Insurance

- We select products from a range of insurers for Life, Critical Illness Insurance and Permanent Health Insurance
- We only deal with products from a limited number of insurers for Accident Sickness and Unemployment, Domestic and Commercial Buildings and Contents. Ask us for a list of insurers and products we offer insurance from.

3. Which service will we provide you with?

Investment Mortgage ^{Lifetime} Mortgage Insurance

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

You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay us for our services?

Mortgages

- No fee.
- We will charge you a fee for arranging the mortgage of 2% of the amount borrowed. This will be agreed with you in advance and deducted from any mortgage raised. We will not charge you a fee if your mortgage does not go ahead.
- We will be paid a commission from the lender.

You will receive a key facts illustration when considering a particular mortgage which will tell you about any fees relating to it.

Insurance

- No fee.
- We will be paid a commission from the insurer.

You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

Turnaround Finance & Mortgages is a trading name of DRS (GB) Limited and is directly authorised and regulated by the Financial Services Authority register number 300872.

Our permitted business is advising on and arranging mortgages and non investment insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website at www.fsa.gov.uk/register/ or by contacting the FSA on 0845 606 1234.

6. What to do if you have a complaint

If you wish to register a complaint please contact us either in writing or by telephoning direct.

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

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

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.

Mortgage advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

Insurance advising and arranging is covered for 100 per cent of the first £2,000 and 90 per cent of the remainder of the claim, without any upper limit.

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

8. Other Important Information

Instructions: If at any time you wish to give us instructions relating to any forms of business, or alternatively, if you wish to terminate our business relationship, please inform us in writing, as this will ensure that no confusion arises between us. We will however, accept oral instructions, which we will then confirm to you in writing. Written instructions to terminate our business relationship may be given to us at any time without penalty by either party.

Records: We shall supply on demand to you copies of contract notes and any other evidence of transactions together with copies of any relevant records retained in respect of you, which are kept manually or electronically. You may inspect, during business hours and having given us reasonable notice of your wish to do so, records retained in respect of you. We undertake to maintain such records for a period of six years from the date of each transaction.

Client Money:

WE DO NOT HANDLE CLIENT MONEY

We never handle cash and will not accept a cheque made out to us (unless it is a cheque in settlement of broker fees for which we have sent you an invoice)

Registration of Business Documents of Title: We will register all business in your name unless otherwise agreed in writing. All contract notes and documents of title in respect of your financial transactions will be forwarded to you as soon as practicable after we receive them. Where a number of documents relating to a series of transactions are involved the number of documents will normally be retained by us until the series is complete. All documents will be immediately logged in a register when received or issued.

Professional Indemnity Insurance: We confirm that we maintain Professional Indemnity Insurance for your protection in the event of negligence.

Conflict of Interest: We offer Independent Advice, but occasions can arise where we, or one of our other customers, will have some form of interest in business, which we are transacting for you. If this happens, or we become aware that our interests or those of one of our other customers conflict with your interest, we will inform you and obtain your consent before we carry out your instructions.

9. Duty of Privacy/Data Protection

We will treat 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 1988 to your personal records held on our files.

The FSA regulates the rules to which we subscribe. As part of the FSA'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.

You should be aware that the information given on any mortgage application may be given to a credit reference agency which will keep a record of the search, and that the information may be used by other lenders in assessing applications by you and other members of your household and for debt recovery, tracing and fraud prevention. Also, a mortgage lender will need to take up such references as they consider necessary to verify the information and release information in relation to an application to us.