



Our Lifetime Mortgage Services & Costs

This agreement is issued on behalf of The Financial Planning Practice Ltd of 21 Murray Street, Llanelli, SA15 1AQ who can be contacted at (01554) 771017 or enquiry@fpplimited.co.uk.

Authorisation Statement

The Financial Planning Practice 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 or by contacting the FCA on 0800 111 6768. Our Financial Services Register number is 223388.

Our Services

We only advise on lifetime mortgages products but we will consider all lifetime mortgages products across the market that we have access to. We can provide you with a list of the providers we consider on request.

We will only recommend you take out a lifetime mortgage after an assessment of your personal needs and circumstances.

The Costs of our Service

A fee of £495 is payable for arranging the Lifetime Mortgage. This fee will be paid at outset.

We will receive and retain a commission from the provider when your lifetime mortgage completes.

Refund of fees

Please note our fee will still be charged should the provider reject your lifetime mortgage application due to you not disclosing any material information about your personal situation. It should also be noted we do not provide a refund should you decide not to proceed with the mortgage loan after we have made a 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.

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 The Financial Planning Practice Ltd, Suites 4 & 5, Thomas Chambers, Thomas Street, Llanelli, Carmarthenshire SA15 3JA.

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 or by contacting them on 0800 023 4 567.

Compensation Scheme

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business and the circumstances of the claim. Most types of mortgage business are covered up to a maximum limit of £50,000. Further information about this compensation scheme arrangement is available from the FSCS.

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 agreement is governed and shall be construed in accordance with the Law of England and Wales and the parties shall submit to the exclusive jurisdiction of the English and Welsh Courts.

Force Majeure

The Financial Planning Practice Ltd 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 and a due proportion of any period charges for services shall be settled to that date.

Client Declaration

This is our standard agreement upon which we intend to rely. For your own benefit and protection you should read the terms carefully before signing. If you do not understand any of these, please ask for further information.

I/We are aware of the costs of the services and agree to the amount and timing of these. My/Our preferred method of paying these costs is (please tick as appropriate);

By direct payment

(where possible) **By inclusion on the lifetime mortgage**

You must be aware that adding our fees to the lifetime mortgage will increase the total amount of rolled up interest.

Client 1 Signature: _____

Client 2 Signature: _____

Client Name: _____

Client Name: _____

Date of Issue: ____ / ____ / ____

Date of Issue: ____ / ____ / ____

Signed on behalf of firm: _____

Name: _____

Date: ____ / ____ / ____

NB: In relation to your chosen ongoing service a separate Service Proposition & Engagement will be issued at the same time as this agreement.