

Terms of business

Once the application is proceeding we will:

- Appoint one of our experienced consultants to manage your application for you;
- Clearly communicate the process and what is required from you;
- Update you, via whatever medium you prefer;
- Regularly contact the lender to ensure that your application is being progressed, and
- Liaise with all parties including the lender, solicitors and estate agents to ensure all issues are dealt with

Residential mortgages have been regulated by the Financial Services Authority (FSA) since 31st October 2004. General Insurance has been regulated since 14th January 2005. Buy-to-Let and commercial mortgages are not regulated by the FSA (under certain conditions a Buy-to-Let mortgage may be regulated, we will advise you if this applies to your application). The £295 fee payable on application is non-refundable should you choose not to proceed. This fee can be added to the mortgage loan subject to lender agreement. If we are required to recommend a mortgage from a lender that specialises in providing mortgage funds for clients with impaired credit a different set of charges will apply, please ask for details.

We will provide you with an explanation of the main repayment methods (e.g. capital and interest or interest only), but if you select a repayment option that includes an investment product that is regulated by the FSA we will recommend you seek advice from an appropriately authorised Independent Financial Adviser (IFA). Details of an IFA near you can be obtained from www.unbiased.co.uk or by calling 0800 085 3250.

We constantly review the mortgage market in order to select the most appropriate lenders to meet your individual circumstances. We use lenders who consistently provide our clients with a competitive product range and high standards of service; however the standards of service can vary over time. Contractor Mortgages Made Easy is not liable for any delays incurred in the processing of your mortgage and/or insurance application that are caused by the product provider however we will actively work to assist the smooth processing of your application. Contractor Mortgages Made Easy works very closely with a select panel of conveyancers that we can recommend to you. The mortgage recommended to you may offer the option of free or subsidised conveyancing (whether appointed by you or your proposed new mortgage provider); in both cases you are responsible for checking the appointment of the conveyancer and on-going progress of the legal work.

During the initial contact we will complete a Mortgage & Remortgage Questionnaire to enable appropriate advice to be given on your mortgage and other related insurance products. Once we have made our recommendations to you we will confirm our advice in writing. You should retain this confirmation as a record of the advice given. Details of any products applied for will be confirmed by the mortgage lender on a formal Offer of Advance, and by the insurance provider in Acceptance Terms. It is your responsibility to check that the formal offer/acceptance is correct before you exchange contracts.

If we are unable to secure you a mortgage offer from any lender, we will refund our fee. If your application does not proceed for any other reason our fee will not be refunded.

In the event we are unable to secure a formal mortgage offer due to your non-disclosure of relevant information as required by the lender or as a result of inaccurate information you have provided, our fee will not be refunded.

You, or we, may terminate our authority to act on your behalf at any time without penalty. Notice of this termination must be given in writing.

No variation of this agreement will be valid unless confirmed in writing by one of the Directors of Contractor Mortgages Made Easy.

We only accept cheques made out to Mortgages Made Easy Ltd. in settlement of our fees. We do not handle cash.

We will forward documents to you as soon as practicable after we receive them. Where a number of documents relating to a series of transactions are involved we will normally hold the documents until the series is complete and then forward them to you.

We keep records of all our business transactions for a minimum of seven years. You (or your agent) may inspect contract notes, vouchers and entries in books (whether kept manually or electronically). We treat all our clients' records as confidential (even when you are no longer a client), so we reserve the right to give you copies of your particular records rather than allowing access to files containing records about other clients. You have rights of access under the Data Protection Act 1998 to your personal records.

As your mortgage broker, we reserve the right to discuss your personal circumstances with any lender in order to determine the most appropriate product for your needs. We or the lender may undertake a credit check upon receipt of your mortgage application, or in some cases before an application is submitted, to enable the preparation of an "Agreement in Principle". We will seek your permission before this credit check is undertaken. This check may be registered as part of your credit record. The lender may also supply information to a Credit Reference Agency regarding the way your account is managed.

Our internal auditing procedures include monitoring and compliance with Financial Services Authority guidelines.

We maintain Professional Indemnity Insurance.

We are required to verify your identity in accordance with Anti-Money Laundering regulations. No mortgage offer or insurance acceptance terms will be produced until such verification has been obtained.

From time to time we'll tell you about new services. You can choose not to receive this information when you engage with us during the arrangement of your mortgage. We may also want to provide you with related information from third parties that we think may be of interest to you or whose products or services may be of interest to you. You can change your instructions at any time by writing to:

The Data Protection Officer (Compliance Dept)
Mortgages Made Easy Ltd
Suite 121
161 Fareham Road, Gosport
Hants PO13 0FW

For the purposes of the Data Protection Act 1998, the Data Controller in relation to any personal data you supply is Mortgages Made Easy Ltd.

E-mails

If you email us we will keep a record of your contact and your email address. In addition to specific services that you request, we may also email you with details of relevant products and services, as well as information about the Company. If you do not want us to do this please let us know by e-mailing unsubscribe@mortgagesme.co.uk

Call recording

Telephone calls to Contractor Mortgages Made Easy may be recorded and used for training or regulatory purposes.

Privacy statement

As a client of Contractor Mortgages Made Easy, we take your right to privacy very seriously. We will not disclose information about you or your accounts to anyone, other than where we have your consent, or where we are compelled or allowed by law to do so.

Most of the information we hold is stored electronically on computer systems. However, some data, for example the details you handwrite on an application form, are held as manual or paper copies. We are confident that our systems are secure, and that no one will be able to access your information unlawfully.

All personal details you submit to this website will remain private except where it is necessary to provide them to a third party for the purposes of a mortgage application.

You have a right to ask for a copy of the information held by us in our records in return for a payment of a small fee (£10). You also have the right to require us to correct any inaccuracies in your information.

Contractor Mortgages Made Easy does not sell the personal information we hold. Information may, in the ordinary course of business, move between Contractor Mortgages Made Easy, associated companies and to our contractors, which may involve the transfer of data outside the European Economic Area, and involve keeping the estate agent(s) you are using updated on the progress of your application.

From time to time we'll tell you about new services. You can choose not to receive this information when you engage with us during the arrangement of your mortgage. We may also want to provide you with related information from third parties that we think may be of interest to you or whose products or services may be of interest to you. You can change your instructions at any time by writing to The Data Protection Officer at the address given above.

When you register with our website, in order to respond to your requirements we need to know your name, e-mail address and contact telephone number. We will keep a record of your contact and your email address. In addition to specific services that you request, we may also contact you with details of relevant products and services, as well as information about the Company. If you do not want us to do this please let us know by e-mailing unsubscribe@mortgagesme.co.uk.

If you decide to provide us with any information, then you expressly authorise us to use that information in accordance with this policy.

Financial Services Authority (FSA) requires us to make records to evidence the suitability of the recommendations we make. If you choose not to allow us to store your personal information we will be unable to meet this regulatory requirement and therefore will be unable to advise you or process your mortgage application.
