



about our services

Mayflower Mortgages Limited

7 Old Elvet
Durham City
Durham
DH1 3HL

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is designed by the FSA to be given to consumers considering buying certain financial products. Use this information to decide if our services are right for you.

2. Whose products do we offer?

Insurance

- We offer products from a range of insurers for Term Assurance, Critical Illness cover and Income Protection.

 - We can only offer products from a limited number of insurers for Building and Contents and Payment Protection Insurance.
Ask us for a list of the insurers we offer insurance from.

 - We only offer products from a single insurer.
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Mortgages

- We offer mortgages from the whole market.

 - We only offer mortgages from a limited number of lenders.

 - We only offer mortgages from a single lender.
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3. Which service will we provide you with?

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for Term Assurance, Critical Illness Cover & Income Protection, Payment Protection insurance and Building and Contents Cover.
- You will not receive advice or a recommendation from us for term assurance, critical illness, income protection, private medical insurance, payment protection insurance and buildings and contents.

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.

Mortgages

- 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?

Insurance

- A fee
- No fee for Term Assurance, Critical Illness cover, Income Protection, Building and Contents Insurance and Payment Protection Insurance.

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

Mortgages

- No fee. We will be paid by commission from the lender.
- A fee of 0.5% of the loan up front for advice and recommendation. (example – if £100,000 mortgage – fee will be £500) and we will refund to you any commission we receive from the lender.
- A combination of fee and commission :

PURCHASE - We will take the commission paid by the lender. However, in the event of this commission fee not equalling or exceeding £495 we will ask you to make up the difference on completion of your mortgage. For example, if your mortgage lender only pays a commission fee to us of £395 – you would be asked to pay £100.

REMORTGAGE - We will take the commission paid by the lender. However, in the event of this commission fee not equalling or exceeding £250 we will ask you to make up the difference on completion of your mortgage. For example, if your mortgage lender only pays a fee to us of £150 – you would be asked to pay £100.

If you withdraw from the transaction after application, a £99 administration fee will be charged.

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

Refund of fees

If we charge you a fee, and your mortgage does not go ahead, you will receive:

- A full refund
- A refund of £99.00 administration fee (if charged to you due to non-completion of your mortgage application) will be made if you apply for a new mortgage with Mayflower Mortgages within 12 months.
- No refund

5. Who regulates us ?

Mayflower Mortgages is an appointed representative of Sesame Limited, Oasis Park, Stanton Harcourt Road, Eynsham, Witney, Oxon OX29 4AE which is authorised and regulated by the Financial Services Authority. Sesame Limited's FSA Register number is 150427.

Sesame Limited's permitted business is advising and arranging pure protection and general insurance contracts and regulated mortgage contracts.

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

6. Ownership

Sesame Limited is a wholly owned subsidiary of Sesame Group Limited, which in turn is a wholly owned subsidiary of Friends Provident Distribution Holdings Limited. The ultimate holding company is Friends Provident plc.

7. What to do if you have a complaint

If you wish to register a complaint, please contact us:

... **in writing** Write to The Disputes Team, Sesame Limited, Independence House, Holly Bank Road, Huddersfield HD3 3HN.

... **by phone** Telephone 0845 300 5325

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

8. 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.

Insurance

Insurance advising and arranging is covered for 90% of the claim, with no upper limit..

Mortgages

Mortgage advising and arranging is covered for 100% of the first £50,000

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