

### **About our services**

Cherry Mortgage & Finance Ltd  
Basepoint Business Centre  
Enterprise Close  
Bournemouth  
Dorset  
BH23 6NX

Tel: 01202 925365

Email: [info@cherryfinance.co.uk](mailto:info@cherryfinance.co.uk)

### **The Financial Conduct Authority**

Cherry Mortgage & Finance Ltd 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](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0800 111 6768. Our Financial Services Register number is 730706.

### **Our Services**

Our mortgage services are limited to advising on first charge mortgage products only. We will consider all lenders we have access to before recommending a suitable mortgage product following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

When selecting a lender we will not consider those that are only available by you going direct to them. A list of our lenders can be found at the end of this document.

Where you are increasing your borrowing or consolidating existing loans you may have the option of;

- taking out a further advance with your existing lender
- arranging a separate second charge mortgage
- borrowing through an unsecured loan.

Whilst these may be more appropriate for you, we will not consider the merits of these when making our recommendation to you.

### **The Costs of our Service**

We charge a fee of £195.00 upon application, plus a fee based on the loan size as indicated below (payable upon offer):

- For loans up to £300,000 - 1% of the gross loan amount (subject to £1,295.00 minimum)
- £300,001 to £500,000 - 0.895% of the gross loan amount
- £500,001 - £750,000 - 0.775% of the gross loan amount
- £750,001 - £1,250,000 - 0.645% of the gross loan amount
- £1,250,001 plus - 0.495% of the gross loan amount

We may also receive commission from the lender in addition to the fees you pay. This amount will be confirmed by the lender in their disclosure document.

Should you wish you can request to view the commission rates from each of the lenders we have considered at the time that we make our recommendation to you.

### **Refund of fees**

If we charge you a fee and your mortgage does not go ahead, it should be noted we do not provide a refund.

### **Our Ethical Policy**

We are committed to providing the highest standard of advice and service possible. The interest of our customers 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;

### **Instructions**

We prefer our clients to give us instructions in writing (including email), 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 contact us:

Write to: Complaints Department, Cherry Mortgage & Finance Ltd, Basepoint, Christchurch, Dorset, BH23 6NX

By phone: 01202 925365

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](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 023 4 567.

### **Compensation Scheme**

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme.

Further information about the limits applicable to the different product types is available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

### **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 the parties shall submit to the exclusive jurisdiction of the **English** Courts.

### **Force Majeure**

Cherry Mortgage & Finance 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 7 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.

**Our List of Lenders**

Accord Mortgages  
Aldermore Bank  
Barclays  
Bath Building Society  
BM Solutions  
Buildloan  
Chorley Building Society  
Coventry Building Society  
Family Building Society  
Fleet Mortgages  
Furness Building Society  
Halifax  
Harpenden Building Society  
Hinckley & Rugby Building Society  
Investec Specialist Bank  
Ipswich Building Society  
Kensington Mortgages  
Kent Reliance Building Society  
Leeds Building Society  
Magellan Homeloans  
Manchester Building Society  
Mansfield Building Society  
Market Harborough Building Society  
Marsden Building Society  
Metro Bank  
Mortgage Trust  
Nationwide Building Society  
National Counties Building Society  
Natwest  
Newcastle Building Society  
Nottingham Building Society  
Paragon  
Pepper Home Loans  
Platform  
Precise Mortgages  
Principality Building Society  
Progressive Building Society  
Santander  
Scottish Widows  
Skipton Building Society  
Teachers Building Society  
The Mortgage Lender  
The Mortgage Works  
The Tipton & Coseley Building Society  
TSB  
Virgin Money