



Our Mortgage Services & Costs

It is important you read this document as it sets out important information about us, our services, and the protections you have when engaging with us. If you are unsure about any of the information below you should contact us immediately for further guidance.

Dear Customer,

The Financial Conduct Authority

Alchemy Money 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. Our Financial Services Register number is **673521**

Our Services

Our mortgage services are limited to advising on second 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. *The lenders we will consider are* Pepper Money, United Trust Bank, Tandem Home Loans. We may also introduce you to other third parties who we believe can assist with your enquiry.

Second Charge only

When increasing your borrowing or consolidating existing loans you may have the options of;

- *taking out a further advance with your existing provider*
- *arranging a new first 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 based upon the size of the loan, for providing advice, submitting, and packaging your second charge application to the lender. Fees charged include the cost of disbursements, there will be an additional fee where a property valuation is required by the lender.

The fees become available on completion of the loan and is collected by adding the fee to the loan, you may choose to pay the fee directly to us which must be received prior to the funding of the loan

Fee Structure

We shall not charge you a fee greater than the following...

Loan £15,000 to £20,000	Fee £1395
Loan £20,001 to £35,000	Fee £1995
Loan £35,001 to £50,000	Fee £2095
Loan £50,001 and above	Fee £2595

We will receive commission paid by the lender when your mortgage completes. 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

Please note that if you choose to pay the fees directly to us as opposed to adding the fees to the loan and you do not go ahead with the loan, we shall refund 75% of the fees paid to us by you.

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;
- seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required;
- where possible we will adapt our communication means with you according to your needs. Please discuss this with us.

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 email enquiries@alchemymoney.co.uk or telephone 01280 822660

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 4567. The Financial Ombudsman Service is a free and easy-to-use service that settles complaints between consumers and businesses that provide financial services.

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/Wales/Scotland/Northern Ireland and the parties shall submit to the exclusive jurisdiction of the England/Wales/Scotland/Northern Courts.

Force Majeure

Alchemy Money Limited 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.

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	<input type="checkbox"/>
By inclusion on the mortgage loan	<input checked="" type="checkbox"/>

You must be aware that adding our fees to the mortgage loan will increase the total amount you pay over the term of that loan as the lender will apply their interest charges to this amount

Client Name	Clients Name
Client Signature	Clients Signature
Dated	Date