

Terms of Business Mortgages & Insurance

Our Status

Liquid Expat Mortgages is a trading style of Liquid Complete Limited who is authorised and regulated by the Financial Conduct Authority, firm reference number 685425. You can check this on the Financial Services Register by visiting www.fca.org.uk/register or by contacting the Financial Conduct Authority on 0800 111 6768. Our permitted business includes advising on and arranging mortgages, credit broking, consumer buy-to-let mortgages and insurance contracts.

Mortgage products

We offer first and second charge mortgages from the whole market excluding direct deals.

Alternative lending

We do not advise on existing, unsecured or commercial loans, which may meet your requirements.

Insurance

We advise on insurance products including home, property, life assurance, income protection and critical illness cover and we make introductions to specialist broking firms or insurers to facilitate appropriate advice and cover.

Our mortgage services

Our mortgage services include, but are not limited to: i) introducing appropriate mortgage offers to investors for their property investments, given their financial position; ii) negotiating best terms with the lending source; iii) providing periodic market updates and information on finance deals that could be of interest to investors; and iv) providing methods of re-financing existing property that may result in savings or release equity for additional purchases. In all cases we will advise and make a personal recommendation to you unless otherwise agreed.

Our Lending Source

Any person(s), company, society, partnership, institution or body, including agents acting on their behalf, willing to lend to you.

Our charges - mortgages

Service	Fixed fee
Pre-approval	Free of charge
Application preparation	£175
Submission	£175
Offer issue	£500

We also receive procuration fee from the product provider once the mortgage has completed.

Refund

Application preparation fee will be refundable if we are unable to source finance for you. However, this will not be refunded if we are unable to proceed due to incorrect information being provided or not having full disclosure of information to generate the pre-approval.

Our charges - insurance

In respect of insurance protection, we are remunerated by commission, paid by the insurance provider.

Our Overdue Charges

We reserve the right to charge interest on a daily basis at the equivalent rate of 10% per annum on overdue charges.

Offer

Any mortgage offer secured by a lending source is subject to the individual terms and conditions of the lender.

Law

This agreement is subject to English Law and the exclusive jurisdiction of the courts of England and Wales.

Language

All matters pertaining to this agreement and our services will be communicated in English.

Anti-money laundering

We are required by law to verify the identity of all our clients. No application will be made on your behalf until such verification has been obtained.

Complaints

It is our intention to provide you with the highest possible level of client service at all times. Should we not meet your expectations we have a complaints procedure, which is explained below. Should you wish to complain please contact The Complaints Director, Mr Stuart Marshall either: in writing: No. 1 The Pavilions, Bridge Hall Drive, Bury, Lancashire BL9 7NX, by telephone: +44 (0) 161 761 4771 or by email: stuart@liquidexpatmortgages.com.

Should you not be satisfied with our final response you may be entitled to refer the matter to the Financial Ombudsman Service who is our alternative dispute resolution provider, within six months of the date of our final letter:

- The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.
- Tel: 0800 023 4567 or +44 20 7964 1000. Email: complaint.info@financial-ombudsman.org.uk
- Website: www.financial-ombudsman.org.uk for further information.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. 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.

- Mortgage advising and arranging is covered for up to £50,000.
- Insurance advising and arranging is covered for 90% of the claim, without any upper limit.
- For insurance covering death or incapacity of the policyholder due to injury, sickness, or infirmity cover is up to 100% of the claim without any upper limit.

Further information about compensation scheme arrangements is available from the Financial Services Compensation Scheme (<http://www.fscs.org.uk>).

Warnings

- Think carefully before securing other debts against your home.
- Your home may be repossessed if you do not keep up with the repayments on your mortgage.
- Higher Lending Charges apply to 100% Mortgage Deals.

Unregulated services

Some buy-to-let mortgages and all commercial mortgages are not regulated by the Financial Conduct Authority or covered by the Financial Services Compensation Scheme.

Your duty to disclose information

It is essential that the information you provide to us at all stages of the advice process is as accurate as practicably possible to ensure you receive the most appropriate advice and recommendations. If you are a consumer and enter into a contract of insurance wholly for non-business purposes you are under a legal duty to take reasonable care not to misrepresent information to insurers. If you misrepresent information deliberately, recklessly or carelessly respond to insurer questions then a claim under the policy may not be paid. If you are a commercial customer, entering into a contract of insurance by way of business, it is your responsibility to provide complete and accurate information to insurers when you take out an insurance policy, throughout the life of the policy, and when you renew your insurance. It is important that you ensure all statements you make on proposal forms, claim forms and other documents such as statement of fact are full and accurate. Please note that if you fail to disclose any material information to your insurers, this could invalidate your insurance cover and could mean that part or all of a claim may not be paid.

Conflicts of interest

If we, one of our clients or providers become aware of any potential conflict of interest with regard to business we are transacting for you we will write to you and obtain your consent before we carry out your instructions and we will inform you of how we intend to ensure that you are treated fairly.

Confidentiality and data protection

All information about you will be treated as private and confidential and kept secure. We will only use and disclose the information we have about you in the normal course of arranging and administering your mortgage or insurance. We may also use the information we hold about you to provide you with information on other products and services we can offer that we feel may be appropriate to you. We may pass your details to carefully selected third parties to provide you with information about their services. If you do not wish to receive marketing information from us, or for us to disclose information about you to other parties for marketing purposes, please write to us at the above address or send an email to info@liquidexpatmortgages.com. Under the Data Protection Act 1998 you have rights of access to any personal information we hold about you in our records. If you have any queries or requests in this regard please contact us. We will charge a fee of £10 for the provision of a copy of the information we hold about you. At your request we may provide information to your personal representative. We will however only do this with authorisation from you.

Commencement, cancellation and termination

Commencement

These terms apply upon receipt of your payment of your £175 pre-application fee. Until this is received we do not consider that we have entered into a contract for services with you.

Cancellation or termination

Mortgages

You will remain liable for fees due for the work we have carried out; there is no further liability on request for termination of mortgage services.

Insurance

Your policy document will detail your rights to cancel your insurance once you have taken it out. Depending on the type of policy you have purchased, you may be entitled to cancel within 14 days or 30 days for certain products of either conclusion of the contract or receiving your policy documentation, whichever occurs later and receive a full refund provided no claim has been made.

All business

If we feel that we are unable to continue acting for you we will give you seven days notice in writing. No fees or commissions earned in respect of business already conducted will be refundable.

Client money

We are not authorised to hold client money and will only accept payments in settlement of our invoiced fees or disbursements.

Our Disclaimer

You are reminded that your homes or investment property may be repossessed if mortgage payments are not kept up to date. We strongly recommend that you seek independent financial, currency, tax and legal advice to your own satisfaction before continuing with your investment decision. The loans sourced by us are available only to creditworthy person(s) aged 21 years or older and terms of the loan are subject to individual credit status. The financial institution offering the mortgage loan product reserves the right to determine the eligibility for the loan and may revise terms through the course of the application without notice. Furthermore, financial institutions may decide to withdraw their loans altogether. While we use reasonable efforts to include accurate and up to date information within our correspondence with you, we do not assume any liability or responsibility for any errors or omissions in our correspondence in regards to the mortgage loan product issued by the financial institution. We cannot and do not guarantee that finance or particular finance terms will be available to all individuals. Our role is solely to provide agreed services.

We will accept no financial liability whatsoever and will not pay out on any financial losses you may incur in respect of late, delayed, cancelled or aborted property transactions, which includes, any penalties or losses you may incur by any third parties associated with your transaction when you have purchased a property off plan.

Services and charges
Mortgage pre-approval: Free of charge
Mortgage application preparation: £175.00 payable prior to commencement of services on invoice.
Mortgage application submission: £175.00 payable prior to submission on invoice.
Mortgage broker fee: £500.00 payable on offer on invoice.
Insurance advice or arranging: We will not make any charge to you, please indicate your authority for us to pass on your details.

Credit checks

Some lenders will require a credit check before they will issue a pre-approval. Please be aware that this may occur and may leave a footprint on your credit record. If you specifically do not wish for this to happen without your express permission then please tell us before we proceed with your enquiry. Email info@liquidexpatmortgages.com or respond to your consultant.

This agreement

This is our standard Terms of Business Agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully. If you do not understand any point please ask for further information.

The services highlighted above are those that we intend to provide and the terms and conditions contained within this document will apply. Please ensure you have read and understood these and call or email us immediately if you have any queries.

Email: info@liquidexpatmortgages.com; telephone +44 (0) 161 761 4771.

Yours sincerely
For and on behalf of
Liquid Complete Limited

Stuart Marshall, Director