



# MORTGAGE SERVICES

“ Our role is to help you identify, achieve and maintain your desired lifestyle, without the fear of running out of money ”



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Prosperity IFA believes that professional advice can add significant value to individuals and businesses. Therefore, choosing your Financial Planner is one of the most important decisions you will ever make. Take your time, choose wisely, and we hope that we can earn the right to work with you into the future.

Welcome to Prosperity IFA, the home of holistic financial planning across Sussex, Surrey, Kent and beyond.

Our aim is to help you achieve your long term financial circumstances by using both our expertise and the technology available, we always work hard to make sure that we understand your wishes and work closely with you to try seek the right outcome for all of our clients.

We cover all aspects of your financial circumstances and understand the implication of having a full financial plan that is reviewed regularly to measure the progress to your goals. Everyone is different, and everybody's circumstances are different. We will be with you every step of the way to make sure that your requirements are the focus of our service. We are unique in our approach and believe that our service is one that will not disappoint. We want to work with you for many years to come and guide you as circumstances change. We look forward to welcoming you as a valued client of Prosperity IFA and to a long future together.



*At Prosperity IFA we keep your financial goals as our main focus, our team is committed to providing you with the best advice to suit you and your wishes*

*We look forward to working for you and to you becoming part of the 'Prosperity family', our friendly and approachable team are ready to guide you through all the options available and will provide the best advice at all times.*

**Simon Munday Dip PFS, Cert SMP - Managing Director**



## Our Services

Investments 

Pensions 

Life & Health Insurance 

Tax Planning 

Equity Release 

Mortgages 



## Our Mortgage, Buy to Let, Lifetime Mortgage and Insurance Services & Costs

### THE FINANCIAL CONDUCT AUTHORITY

Prosperity IFA is authorised and regulated by the Financial Conduct Authority (FCA), the independent watchdog that regulates financial services.

The company's Financial Services Register number is 772483. You can check this by visiting the FCA's website [register.fca.org.uk](https://register.fca.org.uk) or by contacting the FCA on 0800 111 6768 or by post writing to 12 Endeavour Square, London, E20 1JN. You can also obtain further information from the FCA at [fca.org.uk/consumer](https://fca.org.uk/consumer).

## OUR SERVICES



### Mortgage and Consumer Buy to Let

We are independent mortgage advisers and we will recommend a mortgage / Buy to Let mortgage product that is suitable for you following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

We will consider all products and lenders that we have access to. This means we will not consider those lenders that are only available by you going direct to them.

Where you are increasing your borrowing, we will consider the merits of both a new first charge mortgage and securing this by an additional mortgage on a second charge basis. You may have the option of a further advance from your existing lender, however, we will only consider this where we are able to deal directly with the lender on your behalf. It may be in your best interests to explore this option and look at the further alternative of an unsecured loan, as these may be more appropriate for you.



### Lifetime Mortgage

We only advise on lifetime mortgage products, but we will consider all lifetime mortgage products across the market that we have access to. We can provide you with a list of the providers we consider on request.

We will only recommend you take out a lifetime mortgage after an assessment of your personal needs and circumstances.



### Insurances

Non-investment Protection Contracts – we offer non-investment protection e.g. term assurance, income protection and critical illness from a range of insurers. We will provide you with advice and arrange the contract on your behalf after an assessment of your personal needs and circumstances.

General Insurance Contracts – we offer buildings and contents insurance, accident, sickness and unemployment (ASU) from a range of insurers. We will provide you with advice and arrange the contract on your behalf after we have assessed your demands and needs for a particular type of insurance.



# THE COSTS OF OUR SERVICE



## Mortgage and Consumer Buy to Let

We charge a fee of up to 1% of the value of your mortgage for arranging your mortgage.

£395 of this is charged up front for conducting research and providing a recommendation for your mortgage. The balance will be due upon you receiving your mortgage offer.

We will receive and retain a commission from 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.



## Lifetime Mortgage

We charge a fee of 2% of the mortgage loan for providing advice and submitting your lifetime mortgage application. This fee becomes payable on confirmation of the offer.

We will receive and retain a commission from the lender when your mortgage completes. This amount will be confirmed by the lender in their disclosure document.



## Non-Investment Protection and General Insurance Contracts

For non-investment insurance contracts such as life assurance, we receive commission from the product provider. We do not charge a fee for advising on or arranging insurance business as we will receive this commission from the product provider. However if the policy is later cancelled by you and we have to repay that commission back to the provider then we will charge you the amount of the repayment. We will always disclose the commission payable to us to you in your illustration.

# REFUND OF FEES

Please note our fee will still be charged should the lender reject your mortgage application due to you not disclosing any material information about your personal situation. It should also be noted we do not provide a refund should you decide not to proceed with the mortgage loan after we have made a recommendation to you.

# OUR ETHICAL POLICY

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients 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 clear, 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.







## CANCELLATION RIGHTS

Certain protection and insurance contracts allow you the right to cancel after a contract has been put in force. Prior to you entering into a contract of protection or insurance we will provide you with specific details (should this apply) to include: its duration; conditions; practical instructions and any costs for exercising it, together with the consequences of not exercising it.

## 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.

## FINANCIAL SERVICES COMPENSATION SCHEME

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.

## MORTGAGES

Advising on or arranging house purchase finance protection for 100% of £85,000. Further information about compensation scheme arrangements is available from FSCS.

## COMPLAINTS

If you wish to register a complaint, please write to The Compliance Officer, Prosperity IFA Ltd, Tubwell Farm, Tubwell Lane, Crowborough, East Sussex, TN6 3RQ or telephone 01892 300303.

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 [financial-ombudsmen.org.uk](https://financial-ombudsmen.org.uk) or by contacting them on 0800 023 4 567.

## 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

Prosperity IFA shall not be in breach of this Agreement and shall not incur any liability to you if there is a 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 day's 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 changes 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

☐

By inclusion on the mortgage loan (where possible)

☐

*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.*

# Signature

Client Name

Client Signature

Dated

Client Name

Client Signature

Dated

