



HAYES
FINANCE

2 Portman Street, Marylebone, London, W1H 6DU

You should use the information provided within this document to decide if our services are right for you.

1. Whose equity release products do we offer?

- ✓ We offer a comprehensive range of equity release products from across the market but not deals that you can only obtain by going direct to a mortgage lender / reversion provider.

2. Which service(s) do we offer?

- ✓ We offer an 'advised' sales service
This means we will provide advice and make a recommendation for you after we have assessed your specific needs and circumstances.

3. What you will have to pay us for this

Advised sales

No Fee. We will be paid by commission from the lender.

- ✓ A fee of a maximum of 1% of the amount you wish to borrow will become payable when you apply for an equity release product. (We may also be paid commission from the lender)

For example, if you apply for a loan of £100,000, you will pay a fee of £1000.

The exact amount of commission we will receive is not known to us at this stage. You will receive a Mortgage Illustration when considering a particular mortgage, which will confirm the actual commission amount as part of the total fees relating to it.


We will tell you how much the total fee will be before you apply for an equity release product, but you may ask for this information earlier.

You also have the right to request a Mortgage Illustration for any mortgage we offer.

4. Refund of fees

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

A full refund repayable if the case fails to proceed within 10 days of receipt by Hayes Finance.

 No refund.

5. Who regulates us?

We are authorised and regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 485955.

Our permitted business is: advising on and arranging mortgages and non-investment insurance business.

You can check this on the Financial Services Register by visiting the FCA's website <http://www.fsa.gov.uk/register/home.do> or by contacting the FCA on 0800 111 6768 (freephone) from 8am and 6pm, Monday to Friday (except public holidays) and 9am to 1pm, Saturdays.

6. What to do if you have a complaint

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

...in writing Write to: Hayes Finance Ltd, 2 Portman Street, Marylebone, London, W1H 6DU

...by phone Telephone: 020 3126 4898

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

7. Are we covered by the 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 will depend on the type of business and the circumstances of the claim.

Equity release advising and arranging is covered up to a maximum limit of £85,000.

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