



2 Portman Street, Marylebone, London, W1H 6DU

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document has been designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

Insurance



We offer products from a range of insurers for Protection Buildings and Contents Insurance and Accident Sickness and Redundancy.

We only offer products from a limited number of insurers. Ask us for a list of the insurers we offer insurance from.

We only offer products from a single insurer.

We only offer our own products.

Mortgages



We offer products in the following 'relevant market':
Regulated mortgage contracts that are used for a non-business purpose;

We are not limited in the range of mortgages we will consider for you and can offer you advice on both first and second charge mortgages but not deals that you can only obtain by going direct to a lender

Please note that where you are increasing your mortgage borrowing, although we do not (or are unable to) advise on the following finance options these may be available to you and be more appropriate:

- A further advance from your existing lender
- An unsecured loan

3. What service will we provide you with?

Insurance



We will advise and make a recommendation for you after we have assessed your needs for Life Cover (term) Critical Illness Cover (term) Income Protection Cover (term).

You will not receive advice or a recommendation from us for Life Cover (term) Critical Illness Cover (term) Income Protection Cover (term). We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

Mortgages



We will advise and make a recommendation for you after we have assessed your needs.

You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay for this service?

Insurance



No fee

A fee

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Mortgages

No fee (We will be paid by commission from the lender)



A fee of a maximum of 1% payable when you apply for a mortgage. (We will 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.

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

5. 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.

6. Who regulates us?

Hayes Finance Ltd, 2 Portman Street, Marylebone, London W1H 6DU is Directly Authorised and regulated by The Financial Conduct Authority. Our FCA Register number is 485955.

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

You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0845 606 1234.

7. What to do if you have a complaint?

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

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

... by phone Telephone: 0203 3126 4898

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

8. Are we covered by the Financial Services Compensation Scheme (FSCS)?

Mortgages



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.

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

Insurance



Long term insurance benefits (e.g. Life Assurance)

The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.

General insurance advice and arranging is covered for 90% of the claim with no upper limit.

Protection is at 100% where the claims arise in respect of compulsory insurance (e.g. employer's liability insurance), professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder.

Protection is at 90% where claims arise under other types of policy with no upper limit.

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