



## Hayes Finance Buy-To-Let IDD

# Key facts about our buy-to-let mortgage service, charges, and fees.

### OUR ADDRESS

91 Wimpole Street, Marylebone, London, W1G 0EF



## Whose products do we offer?

- ✓ We offer a comprehensive range of buy-to-let mortgages from across the market.
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## Which service will we provide you with?

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

Please note that our 'Buy to Let' service is restricted to helping you arrange a suitable mortgage. We will not advise you about whether or not the property you plan to buy and let out to tenants will turn out to be a sound investment.

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## Regulatory Position

In most cases, advising on and arranging buy-to-let mortgages is not regulated by the Financial Conduct Authority.

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You have indicated that neither yourself nor a close relative intend to occupy the property being mortgaged, either now or in the future. If this is not the case please advise us immediately as the mortgage is likely to be regulated by the Financial Conduct Authority and we will need to provide you with a different initial disclosure document regarding our mortgage services.

Following our initial discussions regarding your circumstance we have identified that:

You are looking to arrange a buy-to-let mortgage in respect of either:

**A new property being purchased for the sole purpose of being let, or**

**An existing property that neither yourself (or a close relative) have previously resided in, or**

**An existing property in which either yourself (or a close relative) have previously reside, but you own another property which let subject to rental agreement and/or on which there is an existing mortgage**

**An existing property in which either yourself (or a close relative) have previously resided, but you have consciously chosen to let rather than sell the property**

In these circumstances you will be deemed to be taking out a buy-to-let mortgage 'by way of business'

Buy-to-let mortgages entered into by way of business are not regulated by the Financial Conduct Authority (FCA)

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You are looking to arrange a buy-to-let mortgage in respect of a property you have previously resided in, and that you do not own any other rental properties. We will therefore treat you as a Consumer buy-to-let mortgage (CBL) customer.

A consumer buy-to-let mortgage is defined as a buy-to-let mortgage which is not entered into 'by way of business'

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A buy-to-let mortgage will usually be treated as a consumer buy-to-let mortgage if you (or a close relative) have, at any point, lived in the property (unless you already own other rental properties).

Buy-to-let mortgages are not regulated by the Financial Conduct Authority (FCA), however there are some additional protections for consumer buy-to-let mortgages customers.

We are supervised by the Financial Conduct Authority (FCA) in respect of any Consumer Buy-to-Let mortgage activities we conduct and are required to comply with the conduct of business requirements set out in the Mortgage Credit Directive Order [2015]. Our FCA registration number is 485955.

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.

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## What will you have to pay us for this service?

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

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- ✓ A fee of a maximum of 1% payable when you apply for a mortgage. We will also be paid commission by the lender.

For example, if you apply for a loan of £100,000, you will pay a fee of £1,000. The exact amount of commission we will receive is not known to us at this stage.

We will confirm the actual amount to you as part of the lending illustration we are required to obtain from the lender.

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## Refund of fees

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

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

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- ✓ No refund if the mortgage proceeds beyond the initial stages.
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## What to do if you have a complaint?

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

In writing Write to: Hayes Finance, 91 Wimpole Street, Marylebone, London, W1G 0EF

Or 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.

The Financial Ombudsman Service will not consider complaints in respect of Buy-to-Let mortgages entered into 'by way of business'.

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

Our 'Buy-to-Let' mortgage services are not covered by the Financial Services Compensation Scheme, except if they are regulated by the Financial Conduct Authority (as explained in Section 3 of this document). In this case, 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.

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

Further information about compensation scheme arrangements is available from the FSCS at [www.fscs.org.uk/consumer](http://www.fscs.org.uk/consumer).

## Commission we receive

We will receive a Commission from the Lender for introducing you to them in relation to the funding set out in the finance offer.

Different lenders pay different amounts.

For transparency we work with the following commission models depending on the case:

fixed fee,

fixed rate of commission,

percentage of the amount you borrow, rate for risk (this is based on the risk profile of the proposal)

Under some commission models we operate under, the more that you pay to the lender, the more we may receive by way of commission.





# We're Hayes Finance, Your Team of Brokers Who Are on Your Side Every Step of the Way

Welcome to Hayes Finance, your premier mortgage advisory firm serving clients in London, Beaconsfield, Buckinghamshire, and neighbouring counties. We specialise in providing tailored mortgage solutions for diverse clientele, including first-time buyers, self-employed individuals, retirees, and property investors.

What sets us apart is our commitment to personalised service and unwavering dedication to securing the best mortgage deals on the market for you. Unlike traditional mortgage brokers, we take a proactive approach, offering strategic guidance that's as individual as you are. Whether you're navigating the complexities of the London property market or exploring remortgage options in Buckinghamshire, our team is here to guide you every step of the way.



**Kieran Hayes**

Director & Specialist  
Mortgage Broker



**Edward Tapp**

Mortgage & Protection  
Advisor



**Alan Zou**

Head of China & Far East  
Asia Desk



**Nicola Wareham**

Operations Manager



CALL US ON:

**020 3126 4898**



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OR VISIT OUR WEBSITE

**www.hayesfinance.co.uk**