



## Hayes Finance Equity Release IDD

# Key facts about our equity release service, charges, and fees.

### OUR ADDRESS

91 Wimpole Street, Marylebone, London, W1G 0EF



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

## 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.
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## 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.
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## What you will have to pay us for this

### ADVISED SALES

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

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- ✓ 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.

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 will be disclosed to you at the time of your application.

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## 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.

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- ✓ No refund.
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## Who regulates us?

Hayes Finance Ltd, 91 Wimpole Street, Marylebone, London, W1G 0EF 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](http://www.fca.org.uk/register) or by contacting the FCA on 0845 606 1234.

## 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.

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

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.

## 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**



EMAIL US AT:

**info@hayesfinance.co.uk**



OR VISIT OUR WEBSITE

**www.hayesfinance.co.uk**