



Hayes Finance IDD

Key facts about our mortgage brokerage service, charges, and fees.

OUR ADDRESS

91 Wimpole Street, Marylebone, London, W1G 0EF



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.

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
-

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.

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

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.

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 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)?

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.

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:

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OR VISIT OUR WEBSITE

www.hayesfinance.co.uk