



CITY FINANCE BROKERS

TERMS OF BUSINESS & DISCLOSURE DOCUMENT

COMMERCIAL, BRIDGING & DEVELOPMENT FINANCE

About Us

City Finance Brokers Ltd is an independent mortgage and commercial finance broker based in the heart of the City who specialises in providing professional advice and arrangement across a wide variety of property transactions for private and corporate clients.

What We Offer

we offer an independent mortgage and commercial finance service. This means we will not place any restrictions on the mortgages and finance products we have access to, but we will not consider any deals that are only available directly from a lender or with whom we do not have an agency agreement.

Our Services

We will source lenders from the whole market who are suitable to your criteria and requirements. When the preferred lender has been agreed, we will provide you with information about the product to ensure you understand your responsibilities and commitments before proceeding.

Who Regulates Us

The Financial Conduct Authority (FCA) is the UK's independent watchdog that regulates financial services. City finance brokers ltd is directly authorised and regulated by the FCA to advise on and arrange regulated mortgage contracts, non-investment insurance contracts and general insurance. However, The FCA does not regulate some types of mortgages and loans, such as Buy to Let or Commercial Finance.

Our Financial Services Register Number is 766295. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

Our Commitment to You

We are committed to offering our customers the highest possible standards of service. We recognise that both we and our customers have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you. We commit to being open, honest and transparent in the way we deal with you and not place our interests above yours. We will communicate clearly, promptly and without jargon; providing you with clear information about the products and service we offer, including fees and charges. We will establish your individual needs, objectives, circumstances, affordability and preferences before recommending a suitable product. We encourage you to ask if there's something you don't understand and will give you access to a formal complaints procedure in the unlikely event you become unhappy with our service.

How We Are Remunerated

we charge fees for the services we provide, the amount of which will depend on the complexity of the transaction and will fall due upon provision of the advice, recommendation and/or arrangement of a suitable product. In addition, we may also receive a commission from the lender for introducing and administering the placement of business with them. We will confirm the amount of fees payable prior to you proceeding.

In the event of non-disclosure of any material information about your personal circumstances that results in a lender rejecting your application, our fee will become payable. We also we do not provide a refund if you decide not to proceed with the mortgage we have recommended or arranged.

Anti-Money Laundering Regulations (AMLR) & Criminal Justice Act 1993

To comply with the AMLR we are obliged to "Know Your Customer" and must verify your identity. We are required to obtain information as to the purpose and nature of the business which we conduct on your behalf and to ensure that the information we hold is up-to-date. For this purpose, we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship with you, not just at the beginning.



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Complaint Handling

City finance brokers ltd strives to provide excellent service and customer care. However, if something goes wrong, we are committed to handing complaints quickly and efficiently. If you wish to register a complaint, please contact us in writing to: Compliance Officer, City Finance Brokers Ltd, Tower 42, 25 Old Broad Street, London. EC2N 1HN; or by phone to 020 3950 2985.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

Conflicts of Interest

While we offer independent advice, occasions sometimes arise where we - or one of our customers - will have some form of interest in business that we are transacting for you. If this happens, or we become aware that our interests, or those of one of our other customers, conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions.

Termination

Our authority to act on your behalf may only be terminated in writing at any time by either party and without prejudice to the completion of any transactions initiated prior to receipt of from the date issued of such notice.

Force Majeure

City Finance Brokers Ltd shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Law

These terms are governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

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Declarations

I/we confirm that I/we have read, understood and accept the information and terms contained herein and give my/our consent to proceed for the purpose of arranging finance on my/our behalf.

Applicant 1

Name _____

Signature _____

Date _____

Applicant 2

Name _____

Signature _____

Date _____