



CITY FINANCE BROKERS

TERMS OF BUSINESS & DISCLOSURE DOCUMENT

EQUITY RELEASE

About Us

City Finance Brokers is an independent mortgage, finance and protection specialist based in the heart of the City who specialise in providing professional advice and arrangement across a wide variety of property transactions for private individuals and corporate clients.

Authorisation Statement

City Finance Brokers is authorised and regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register. Our FCA number is 766295.

Our Services

We are an independent equity release adviser and we will recommend a product that is suitable for you following an assessment of your personal needs and circumstances. We will consider all products and providers that we have access to. This means we will not consider those providers that are only available by you going direct to them.

Our Commitment to You

We are committed to providing our customers with the highest possible standards of service. We recognise that both our customers and we 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 services 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 is anything you do not 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 equity release product. In addition, we may also receive a commission from a lender for introducing and administering the placement of business with them. We will confirm the amount of fees payable prior to you proceeding. We also do not provide a refund if you decide not to proceed.



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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.

Complaint Handling

City Finance Brokers strives to provide excellent service and customer care. However, if something goes wrong, we are committed to handling 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. If you are unable to 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.

Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. Further information about the limits applicable to the different product types is available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

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 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 - EQUITY RELEASE

This is our standard agreement upon which we intend to rely. For your own benefit and protection you should read the terms carefully before signing. If you do not understand any of these, please ask for further information.

Authority to Act

You hereby...

- authorise us to make enquiries and request any references as we consider necessary in connection with making an application on your behalf.
- consent to us, or any company associated with us, in the processing of sensitive data and for us to pass on, at its discretion, any such information or documents obtained to lending institutions.
- give permission to lenders to conduct credit searches about you and accept that credit reference agencies keep a record of all credit searches whether or not you formally proceed to making an application.
- authorise us to access information held by a lender relating to an application made by you as a result of a service provided by us.
- agree that the Terms contained herein will come into force from the date of issue of this document and will continue until they are amended or replaced.

Mortgage Scheme Disclaimer

You hereby confirm that the purpose of the equity release mortgage being arranged for is for **residential purposes only** and will be occupied by you or your immediate family only. If your situation changes and you later decide to let your property out, you **must** inform your lender and obtain their permission and consent. Failure to do so will put you in breach of your mortgage terms and conditions.

Declaration

I/we confirm that I/we have read, understood and accept the information and terms contained within this document 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 _____