



Paxton Associates
the complete mortgage service



about our mortgage and insurance services

1. **The Financial Services Authority (FSA)**

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. **Whose mortgages and insurances do we offer?**

Mortgages

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders. Ask us for a list of the lenders we offer mortgages from.
- We only offer mortgages from a single lender.

Insurances

- We offer insurance from a range of insurers for life and critical illness cover.
- We offer insurances from a single insurer, PaymentShield, for mortgage payment and income protection, buildings and contents cover.

Paxton Associates, 1 Forest Dene, Forest Road, Tunbridge Wells, Kent TN2 5EX
Tel: 01892 617070 Fax: 01892 617032 Web: www.paxtonassociates.co.uk

AUTHORISED AND REGULATED BY THE FINANCIAL SERVICES AUTHORITY

Paxton UK Ltd, company No 4468880, FSA No 300341, CCL No 527064.
Your home may be repossessed if you do not keep up repayments on a mortgage or any other debt secured on it.

3. Which service will we provide you with?

- 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 will provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay us for these services?

Mortgages

- No fee.
- We will discuss and agree a fee with you prior to any commitment and this will not exceed £495. This will be due on receipt by you of an acceptable mortgage offer, and will be payable either on completion of the mortgage or if you withdraw. A non-refundable fee of £50 may be required prior to our undertaking research for you. We will also be paid commission by the lender.

OR

- A fee - the amount of which will be discussed and agreed with you prior to any commitment, and we will pass to you any commission received from the lender. The fee will be due on receipt by you of an acceptable mortgage offer, but will be payable either on completion of the mortgage or if the mortgage does not proceed.

You will receive a key facts illustration, which will tell you about any fees relating to a particular mortgage.

Insurances

- No fee.
- A fee.

You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy.

5. Refund of fees

If we charge you a fee and your mortgage does not go ahead you will receive

- A full refund.
- A refund of £Nil.
- No refund.

6. Who regulates us?

Paxton UK Ltd, trading as Paxton Associates, of 1 Forest Dene, Forest Road, Tunbridge Wells, Kent, TN2 5EX is authorised and regulated by the Financial Services Authority. Our FSA number is 300341.

Our permitted business is advising on and arranging regulated mortgage and insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845-606-1234.

7. What to do if you have a complaint.

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

..... in writing

Write to: Paxton Associates, 1 Forest Dene, Forest Road, Tunbridge Wells, Kent, TN2 5EX

... by phone

Telephone: 01892-617070

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

8. 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 depends on the type of business and the circumstances of the claim.

Mortgage advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.