



Terms of Business

Residential Mortgages, Second Charge Loans and Buy to Let Mortgages

Regulatory Status

Jordan Lynch Ltd is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 470768. Registered in England No. 05601153. Registered office address for Jordan Lynch Ltd is Landmark House, Station Road, Cheadle Hulme, Cheadle, SK8 7BS

The Financial Conduct Authority is the principle regulatory body for Financial Services in the UK. They can be contacted at The Financial Conduct Authority, 25 The North Colonnade, Canary Wharf, London E14 5HS Tel: 020 7066 1000 or by visiting their website: www.fca.org.uk/site-info/contact

The Financial Conduct Authority do not regulate some types of Buy to Let mortgage.

The Basis of Our Advice

Any advice or recommendation that we offer to you will be based on your stated objectives and circumstances, and will take into account any restrictions that you wish to place on the type of products you would be willing to consider. Your stated objectives will be reiterated in the Suitability Letter, which we will issue to you following our recommendation, along with details of any special risks associated with the product recommended.

We offer products from the whole of the market. This means that we source and recommend mortgages from the range of mortgages available to “Intermediary Firms”. Certain lenders may restrict mortgage products to their “Direct Sales Channels” such as their branch advisors, whilst other lenders may restrict their products to “Intermediary Firms” only. Our recommendation to you will be based on the most suitable mortgage product incorporated within the range made available to Intermediary Firms.

If there is a particular mortgage product that you are aware of which is available directly from a lender that you wish for us to review and comment upon then we are happy to do so, however, we may charge you a fee for providing advice in relation to this.

How Are We Remunerated

Our initial consultation will always be free and without obligation. There will be a ‘success’ only broker fee for arranging your mortgage and the precise amount is calculated using a matrix which factors in three core considerations namely; the complexity of the mortgage proposal and the level of skills and experience required from the advisor, the perceived amount of time it will take to arrange your mortgage and the anticipated commission received from the lender upon completion.

We believe this method to be fairer than charging all clients the same as it ensures that clients whose mortgages are relatively simple to arrange pay less than those whose are highly complex and time consuming to arrange. We will always agree the exact figure with you prior to submitting your mortgage application, and unlike many of our competitors who tend to charge administration fees on application our fee will only ever be payable once you have received the formal mortgage offer from the lender.



Client Money

We do not handle client money in any instance.

Verifying Your Identity

We are required by the anti-money laundering regulations to verify the identity of our clients. This is required at the outset of our dealings with you and we will not submit an application for a mortgage or other financial product until such verification has been obtained from you.

For the purpose of verifying your identity we may use electronic identity verification systems similar to those used for credit checks and we may conduct these checks from time to time throughout our relationship, not just at the beginning. An example of this would be when the fixed interest rate on your mortgage is about to expire and you appoint Jordan Lynch Ltd to assist in renegotiating a new deal with your existing lender.

Conflicts of Interest

Circumstances can arise where we or one of our other customers may have some form of interest in business being transacted 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 write to you and obtain your consent before we carry out your instructions and detail the steps we will take to ensure fair treatment.

Data Protection

Jordan Lynch Ltd adheres to the principles of the General Data Protection Regulations 2018 which is to ensure that your data is used; fairly and lawfully, for limited specifically stated purposes, in a way that is adequate relevant and not excessive, accurate, kept for no longer than is necessary, handled according to people's data protection rights and kept safe and secure. Please refer to our privacy statement for further detail.

Termination

You or we may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated which will be completed according to these terms of business unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees outstanding, if applicable.

Complaints Procedure

If you are dissatisfied with a recommendation we have made you are entitled to make a complaint. If you wish to register a complaint, please address it to:

Complaints Department, Jordan Lynch Ltd, Landmark House, Station Road, Cheadle Hulme, Cheshire, SK8 7BS.

For your further protection if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service ('FOS'). Full details of the ('FOS') can be found on its website at: www.financial-ombudsman.org.uk

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE