



Terms of Business Agreement

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. London Mortgage Partners Limited is authorised and regulated by the Financial Conduct Authority. Our Firm Reference Number is 917873. Our permitted business is advising and arranging regulated mortgage contracts and non-investment insurance contracts, as well as credit-broking. You can check this on the Financial Services Register by visiting the FCA's website at <https://register.fca.org.uk>.

Business Buy to Let mortgages, where the borrower is acting by way of business, are not regulated by the FCA and therefore the provision of our service does not hold this additional level of consumer protection, unlike for residential mortgages. London Mortgage Partners Limited also trades as LMP, The LMP Group, LMP Private Clients and LMP Protect.

2. Whose products do we offer?

Mortgages: We offer a comprehensive range of residential, buy-to-let and commercial mortgages from the whole of the market, with the exception of those that you can only obtain by going directly to the lender. A list of lenders we work with is available upon request.

General Insurance: We do not directly advise on or arrange general insurance products but will introduce you to Uinsure who may be able to provide you with this service.

Wills: We do not directly advise on or arrange Will-writing but will introduce you directly to Cornerstone Wills Ltd who may be able to provide you with this service.

Pure Protection (i.e. Life Insurance, Critical Illness and Income Protection): Through our sister brand LMP Protect, we offer a range of products from a range of insurers from across the market which represents the Whole of Market. A list of Insurers we offer Pure Protection products from is available upon request.

3. Which service will we provide you with?

Mortgages (including Product Transfers): You will receive advice and a recommendation from us as to which is the most suitable product for your requirements once we have assessed your needs for the respective product.

Pure Protection: LMP Protect work on an advised basis. You will receive advice and a recommendation from us as to which we believe to be the most suitable product for your requirements, from the range of providers whose



products we offer, once we have assessed your demands and needs. In all cases, we will arrange the product on your behalf.

General Insurance & Wills: We do not advise on or arrange these products and act solely on an introducer only basis.

4. Disclosure of Information.

It is important that you understand that any information, statements, or answers made by you to us or your Insurer are your responsibility and must be correct, as failure to disclose facts material to the insurance or any inaccuracies in your answers may invalidate your insurance cover. These facts must be disclosed at the earliest opportunity and certainly at each renewal. If you are a retail client you are duty bound to avoid any misrepresentation & if you are a commercial client you are duty bound to make a fair representation of risk (more information is available upon request). Responsibility for this is solely yours as we cannot be expected to have known facts which have not been disclosed to us. Please keep copies of any documentation sent to you for future reference.

5. What will you have to pay for the service?

Mortgages: Our initial consultation is free. If you decide to proceed with a mortgage application through London Mortgage Partners Limited, you will pay a fee for each of your mortgage applications. This fee is payable at the point of application.

For all standard residential mortgages we charge a fee of £499.

For all standard BTL mortgages we charge a fee of £999.

If London Mortgage Partners Ltd consider your mortgage application to be 'non-standard', we may charge an increased fee of up to 1% of the mortgage loan, subject to a minimum fee of £999.

We will communicate the fee being charged prior to submitting an application on your behalf.

We may also be paid a commission by the lender.

We will refund our fee if we are unable to secure you a suitable mortgage offer from any lender. Our fee is non-refundable should your application be discontinued for any other reason, including but not limited to circumstances where:

- we are unable to secure a formal mortgage offer as a result of inaccurate information provided by you about your personal circumstances;



- we are unable to secure a formal mortgage offer as a result of inaccurate information provided by you about the proposed property details;
- we are unable to secure a formal mortgage offer as a result of any other materially inaccurate information provided by you upon which we have relied;
- we are unable to secure a formal mortgage offer due to your non-disclosure or non-provision of relevant information as required by the lender;
- we are able to secure a suitable mortgage offer for any mortgage which would reasonably enable your transaction to proceed.
- you choose to withdraw from the property transaction or terminate the mortgage application process.
- the vendor withdraws from the transaction.

Pure Protection: LMP Protect will not charge a fee for this service. LMP Protect may receive commission from the Insurance provider, the amount of which will be dependent on various factors and will be disclosed to you in the insurance documentation.

6. Professional Indemnity Insurance.

We conform to the FCA requirements in respect of Professional Indemnity Insurance. This type of insurance is mandatory for mortgage and insurance intermediaries.

7. Cancellation rights.

Mortgages: We will refund our fee if we are unable to secure you a suitable mortgage offer from any lender. We do not provide any refund should you decide not to proceed with the mortgage or loan after the offer has been issued. You do however have the right to withdraw from your mortgage or loan within 7 days of accepting the offer. This does not affect your statutory rights.

Pure Protection: If you wish to cancel your policy please contact us in writing at London Mortgage Partners Ltd, Cancellations Department, Unit 109 Drysdale Street, London, N1 6ND or by phone on 0203 865 1049.

Please note that we operate on an auto renewal basis, in that all policies will be automatically renewed at renewal date, unless otherwise specified or unless you have informed us of your intention to lapse the policy.

Your statutory rights are not affected.



8. What to do if you have a complaint?

If you wish to register a complaint, please contact us in writing at London Mortgage Partners Ltd, Complaints Department, Unit 109 Drysdale Street, London, N1 6ND or by phone on 0203 865 1049. If you wish to obtain a copy of the firm's Complaint Handling Procedure, please be in contact with London Mortgage Partners Ltd.

Please be assured that we treat complaints seriously. 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 can be found on the FOS website at www.financial-ombudsman.org.uk.

9. We are 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: Mortgage advising and arranging is covered up to a maximum of £85,000. Most Buy to Let Mortgages are not covered by the Financial Services Compensation Scheme (FSCS). Further information about the compensation scheme arrangements is available from the FSCS.

Pure Protection: Advising and arranging of optional insurance policies is covered for 90% of the claim, without any limitation. Compulsory insurance policies are covered 100%.

10. Data Protection

London Mortgage Partners Ltd is registered with the Information Commissioners Office and we comply with the relevant Data Protection legislation. If you provide London Mortgage Partners Ltd with Personal Data of a third party, you should only do so if you are authorised to release such information by the data subject. The information you provide is subject to the Privacy Notice of the firm, which is available upon request. You may request confirmation of the information we hold about you, to which we will respond within 30 days. You consent to us or any company associated with us, processing your personal data in accordance with the Privacy Notice of the firm. If you wish to obtain a copy of the firm's Privacy Notice, please be in contact with us in writing at London Mortgage Partners Ltd, Unit 109 Drysdale Street, London, N1 6ND or by phone on 0203 865 1049.

We may undertake checks via credit reference and fraud prevention agencies to manage your account with us. Please note that these checks should not affect your credit rating. Furthermore, any of our Product Providers (including Credit Providers), may also undertake checks via credit reference and fraud prevention agencies to obtain information with regards to your credit profile. This may affect your credit rating.



We may communicate with you via various methods including email. Although all of our emails are scanned for viruses, it is recommended that any attachment(s) be scanned by yourselves as we cannot be held liable for any loss or damage caused by software viruses. If you choose to communicate with us via email, please be aware that email communications without the use of encryption, may not be the safest method of communication. If you wish to guarantee the safety and confidentiality of any information you send to us via email, encryption methods should be used.

I/we hereby confirm that I/we have received, read and understood this Terms of Business Agreement and understand that this forms the terms of business between myself/us and London Mortgage Partners Ltd.

(Applicant One)

Name: _____ Signature: _____

Date: _____

(Applicant Two)

Name: _____ Signature: _____

Date: _____