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Authorised and Regulated by the Financial Conduct Authority

Lifetime Mortgage/Equity Release Services & Costs

The Financial Conduct Authority

McSherry Halliday 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 113475.

Our services

We are independent equity release/lifetime mortgage advisers and we will recommend a product that is suitable for you following an assessment of your personal needs and circumstances.

The cost of our services

We charge a fee of £500 for providing advice and submitting a lifetime mortgage application on your behalf. This fee is payable on completion of the transaction.

We will also receive and retain any procuration fee paid by the lender on completion of the transaction. The level of the procuration fee will be confirmed by the lender at the outset.

Should you wish, you can request to view the commission rates from each of the lenders that we have considered at the time of our recommendation.

Refund of fees

Please note that our fee will still be charged should the lender reject your application due to non-disclosure of any material information about your personal situation. It should also be noted that we do not provide a refund should you decide not to proceed with the loan after we have made a recommendation to you.

Our ethical policy

We are committed to providing the highest standard of advice and service possible. The interest of our customers is paramount to us and to achieve this we, have designed our systems and procedures to place you at the heart of our business. In doing so, we will:-

- be open, honest and transparent in the way we deal with you;
- not place our interests above yours;
- communicate clearly, promptly and without jargon;
- seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

Instructions

We prefer our clients to provide us with their instructions in writing to aid clarification and to avoid future misunderstandings. We will, however, accept oral instructions provided that they are confirmed in writing.

Complaints

If you wish to register a complaint, please write to Mr James B. Morrison, McSherry Halliday, 8 Academy Street, Troon, KA10 6HS or telephone 01292 313737.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request.

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.

Financial Services 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>

Client verification

We may be required to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their 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, not only at the outset.

Law

This agreement is governed and shall be construed in accordance with the Law of Scotland and the parties shall submit to the exclusive jurisdiction of the Scottish Courts.

Force Majeure

McSherry Halliday 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.

Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

DECLARATION

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 the terms, please ask for clarification.

I/We are aware of the costs of the services and agree to the amount and timing of these

Full Name: _____

Full Name: _____

Signed: _____

Signed: _____

Date: _____

Date: _____