

**CURCHODS**

MORTGAGE SERVICES

Part of the Lifetime Group



Our services

A black and white photograph of two hands shaking, symbolizing agreement or trust. A large red circle is overlaid on the center of the image, containing white text. The background is a blurred bokeh of light and dark spots.

Our vision:  
To be the most trusted  
provider of financial advice

At Curchods we believe the only way to provide bespoke, clear, long term financial planning is to work in partnership with our clients. We work hard to create an environment within the Group that can always meet our clients' needs.

Our in-house development of 360 Lifecycle, an award winning adviser and client management system, ensures that we all meet the highest standards of service, providing a consistent approach to supporting clients.

Our Portal is unique within our industry and gives you, the client the ability to securely access documents, receive updates and share information as and when you are ready.

Curchods will continue to stay one step ahead of the crowd by developing solutions and tools to empower both our advisers and our clients, to engage at the right time and make the right decisions to help you achieve your financial goals.

Our aim is to be your most trusted provider of financial advice.

**Chris Pain**

Practice Principal

A black and white photograph of the dome of St. Paul's Cathedral in London. The dome is the central focus, topped with a cross. To the left, a modern glass skyscraper is partially visible, reflecting the sky. A large, semi-transparent red circle is overlaid on the center of the image, containing the text "The purpose of this document" in white. The sky is overcast.

The purpose of  
this document

## Our strength and security

We chose to be part of the Intrinsic Group, a Network of over 3000 Financial Advisers looking after their clients' interests throughout the UK. Intrinsic is established as one of the leading distributors of financial service in the UK, with a strong record of delivering great customer solutions. Intrinsic itself is part of the Old Mutual Group, a FTSE 100 company with real financial strength that offers long-term security for all its customers. You can read more about Intrinsic and Old Mutual by visiting their website: [www.intrinsicfs.com](http://www.intrinsicfs.com)

### This document will:

- Illustrate the proven and effective process we use to deliver the solutions you require
- Present our Client Charter
- Give reassurance about how we are regulated along with the security and peace of mind you can expect to receive
- Explain the market place we research in order to deliver our advice and recommendations
- Explain the factors we take into account when making a recommendation
- Explain the significance of protection when taking on or reviewing your mortgage commitments
- Explain the ongoing services you can expect from Curchods
- Give details of the Portal provided at our expense to help manage your finances
- Explain collaboration in action
- Highlight other things you need to know
- Provide information about our mortgage and protection services so that you know what to expect when working with us
- Give reassurance about our advice process, with clear explanation of technical terminology
- Link to our terms of business document, where more specific information can be found regarding our fees and services





Our process  
for providing  
quality advice

## Understand

In advance of making any recommendation it is vital that we are fully aware of your financial situation. As well as knowing your short and long term financial goals this will include fully understanding both your income and your expenditure. A knowledge of your affordability will help us present your application to the most appropriate lender. We will also assess your ability to meet your commitments in the event of death, serious illness, accident, sickness and unemployment.

In assessing your ability to secure a mortgage and in line with the Financial Conduct Authority's (FCA) Mortgage Market Review (MMR) we will advise you of the supporting documentation required to both make a recommendation and ultimately apply to the lender.

## Planning

Having researched the market we will recommend the product and provider we believe most appropriate. We will take into account your attitude to risk, the availability and competitiveness of the products and providers. We will highlight the options, features and risks of the various products.

In addition, where we have identified a risk in your ability to meet repayments due to unforeseen illness, accident or unemployment, we will recommend appropriate protection to mitigate this risk.

You will also receive a recommendation that Buildings and Contents cover be in place from exchange of contracts. All of our recommendations will be confirmed in writing.

## Implementation

We will help you prepare and apply to the lender. From there our administration team will liaise with the lender on your behalf until such time as an offer of lending has been received.

You will be kept fully informed of our actions through your Portal ensuring safe and secure communication.

## Review

The mortgage we recommend will be the most suitable for you on the day you apply. We are aware that your personal circumstances are likely to change significantly over time. Most of our clients like to review once a year, or near the end of a special term on their mortgage because:

- Protection products and prices on offer can change, new innovations produce more suitable solutions, and better claims history can impact pricing positively
- Property prices change, affecting the level of a property's equity. There is also an almost daily change in the mortgage products in the UK market. By not reviewing, a client could miss out on a better mortgage deal that may not have been available at the time of their last review
- Changes in income and expenditure (as well as inflation) can impact the real value and financial impact of any insurance and protection clients may have in place



Our Client Charter

- We aim to provide a fully comprehensive service to all of our clients
- We are confident that we will deliver a high quality service that will be amongst the best in the financial services industry
- We continually strive to improve our professionalism through personal development
- We can confirm that we adhere to the principles of "Treating Customers Fairly", as prescribed by our regulator the Financial Conduct Authority
- If any material interest or conflict of interest should arise in business that we are arranging for you, we will let you know and ask for your consent before we carry out your instructions
- Our processes and procedures follow the guidelines as laid down by our business support network, Intrinsic Financial Planning Limited, which is authorised and regulated by the Financial Conduct Authority
- If you wish to comment on the services we provide, we are always pleased to receive your feedback as we seek to treat our clients as we would wish to be treated ourselves. If, at any point you are dissatisfied with our service, we will always do our very best to put it right

If for any reason you are unhappy with the advice you receive and wish to register a complaint, please contact:

Complaints Department,  
Intrinsic Financial Services Ltd,  
Wiltshire Court, Farnsby Street,  
Swindon SN1 5AH  
Telephone 0191 241 0700

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

For more information please ask us for a copy of our summary of the internal procedures for handling complaints.



Your financial  
foundation

## Taking out a mortgage is likely to be the biggest financial commitment many people make

It is worth taking time to reiterate that it is a long term commitment to repay the debt to the lender.

In assessing your ability to repay the debt the lender will consider both your income and your expenditure to determine if the loan is affordable, however they can only consider your status at the point of application.

Our job as advisers is to plan for your long term financial security, and in doing so we consider those events which present a risk to your ability to repay the mortgage and ultimately own your own home.

## Typically we will seek the answers to the following questions:

- In the event of death, would the survivor (where relevant) be able to cope with the mortgage repayments?
- In the event of serious illness would you (or your partner) be able to cope financially and meet your mortgage repayments?
- In the event of long term absence from work would you (or your partner) be able to cope financially and meet your mortgage repayments?
- In the event of unemployment would you (or your partner) be able to cope financially and meet your mortgage repayments?
- In the event of your death who would you wish to benefit from the value of your estate?

Whilst many of the lenders will treat your circumstances sympathetically they will ultimately wish to have the debt repaid.

These questions should not be limited to just mortgage account holders but also to individuals seeking to maintain their lifestyle.

On sight of the answers to the above questions your adviser will make a recommendation to mitigate any risk.

We want to help you get the right quality of cover for your needs within your budget. After we have assessed your needs, we will advise and make a recommendation for you. Our Terms of Business will confirm the marketplace that we review on your behalf.

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



The marketplace  
in which we work

## The financial world can be extremely complex

Curchods have access to mortgages from the 'Whole of Market'. We pride ourselves in sourcing the most appropriate mortgage for the individual's needs.

After we have assessed your needs we will advise and make recommendations for you. Our recommendations will be made on a comprehensive and fair analysis of the mortgage market.

We specialise in arranging:

- Mortgages for either first time buyers or movers
- Re-mortgages for those either seeking a better rate or looking to restructure their financial arrangements
- Buy to Let mortgages
- Equity Release mortgages
- Commercial, Bridging and Further Advances
- Secured Loans and Second Charge mortgages\*

\* Curchods Mortgage Services are not licensed to provide advice on these products but can arrange for you to be referred to a Master Broker

## The factors we take into account

There are many factors we take into account when arranging a mortgage or re-mortgage. The primary factors being:

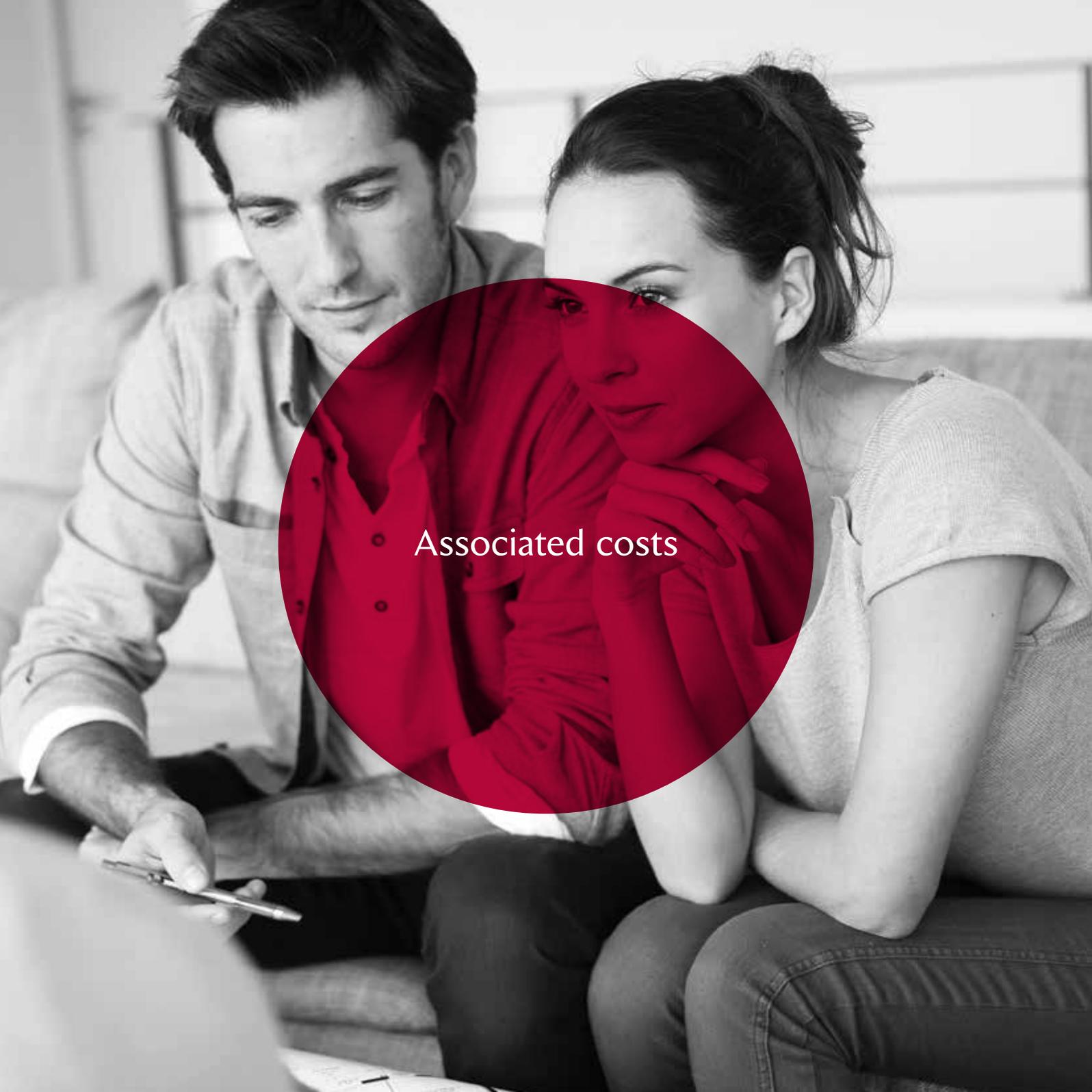
- Affordability
- Your credit history
- The term of the mortgage
- The fees associated with the mortgage
- The flexibility of the products i.e. do they allow for overpayments?
- The overall cost of the mortgage
- Any redemption penalties
- Repayment types, interest only versus repayment
- The types of interest rates available, variable, fixed, tracker, discounted etc.

These are just some of the considerations made by our advisers. In addition there will be occasions where Government backed Home Ownership Schemes may need to be considered. This will of course be subject to availability.

Similarly with regard to Protection we will seek to understand your primary risk and your attitude to protecting it.

Once again we will consider:

- Your affordability
- The term the protection is required for
- The range of illnesses\ disabilities covered
- Your current state of health
- The underwriting criteria of the various providers
- The features of the various products that will suit your circumstances



Associated costs

## Considerations

There are a number of fees associated with house purchase and / or re-mortgage. It is our job to not only make our clients aware but to take them into account when recommending a suitable product.

Typical fees are (but not limited to);

### Arrangement fees

Charged by the lender on many loans offered. This can be either a fixed amount or a percentage of the loan.

### Booking fee

The lender may charge this fee for reserving funds in a client's name.

### Valuation fee

Payable to the lender who will assess the property as suitable security and value for their purposes.

### Early repayment charges

These charges may be applied by the lender if repayment is made on a mortgage during the period of a specific deal. This may also apply if looking to switch between mortgages during the deal period. It is important that these are fully understood. These fees can be significant and our advisers will take into account on any recommendation made and make clear if they apply to any applicant.

### Redemption fee

Once again charged by the lender on redemption of the loan to cover legal and administration costs.

### Conveyancing fees

Covering the legal work associated with purchasing or re-mortgaging a property.

### Stamp Duty

Stamp Duty Land Tax (SDLT) must apply if you buy a property or land over a certain price in England, Wales and Northern Ireland.

Thresholds and rates are subject to change but will be taken into account in the 'Planning' stage of the advice process.

### Mortgage advice fee

Payable to Curchods for the advice, application and support services associated with the new mortgage. Curchods will remain available to review the mortgage at regular intervals to ensure that the product remains suitable.

Any fees applicable to you will be agreed in advance and confirmed in the Authority to Proceed document. This will be dependent on your personal circumstances and requirements at the time.



Your peace of mind  
and protection

## We subscribe and abide by a number of laws, regulations and legislation for your protection, confidentiality and security

These include:

- The Financial Conduct Authority (FCA)—our regulator
- The Financial Services Compensation Scheme (FSCS)—for financial security
- The Data Protection Act (DPA)—for confidentiality
- The Financial Ombudsman Service. We treat you with the highest level of client classification for peace of mind
- Law. All our agreements are in accordance with the laws of England, Wales & Northern Ireland

### The Financial Conduct Authority

Curchods Mortgage Services is a trading name of Lifetime Wealth Management Ltd which is an appointed representative of Intrinsic Financial Planning Limited, Wiltshire Court, Farnsby Street, Swindon, SN1 5AH which is authorised and regulated by the Financial Conduct Authority. Intrinsic Financial Planning Limited's FCA Register number is 440703. In cases where we provide mortgage advice, this is covered via Intrinsic Mortgage Planning Limited (FCA Register number 440718).

The permitted business of Intrinsic Financial Planning Limited and Intrinsic Mortgage Planning Limited is advising on and arranging pensions, investments, mortgages, life assurance and general insurance. You can check this on the FCA's Register by visiting the FCA's website [www.FCA.org.uk/register](http://www.FCA.org.uk/register) or by contacting the FCA on 0845 606 1234.

### The Financial Service 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 i.e. it differs for investments, insurance, mortgages and bank accounts. Further information is available from the FSCS.

### The Data Protection Act 1998

The personal information you provide will assist your financial adviser in offering you the best advice as required by the Financial Services and Markets Act 2000. The personal data you provide will be used and stored in accordance with the Data Protection Act 1998.

To understand exactly what data we hold, why we hold it and your rights under the Data Protection Act 1998 our Fair Processing Notice can be viewed at [www.intrinsicfs.com](http://www.intrinsicfs.com).

### Client classification

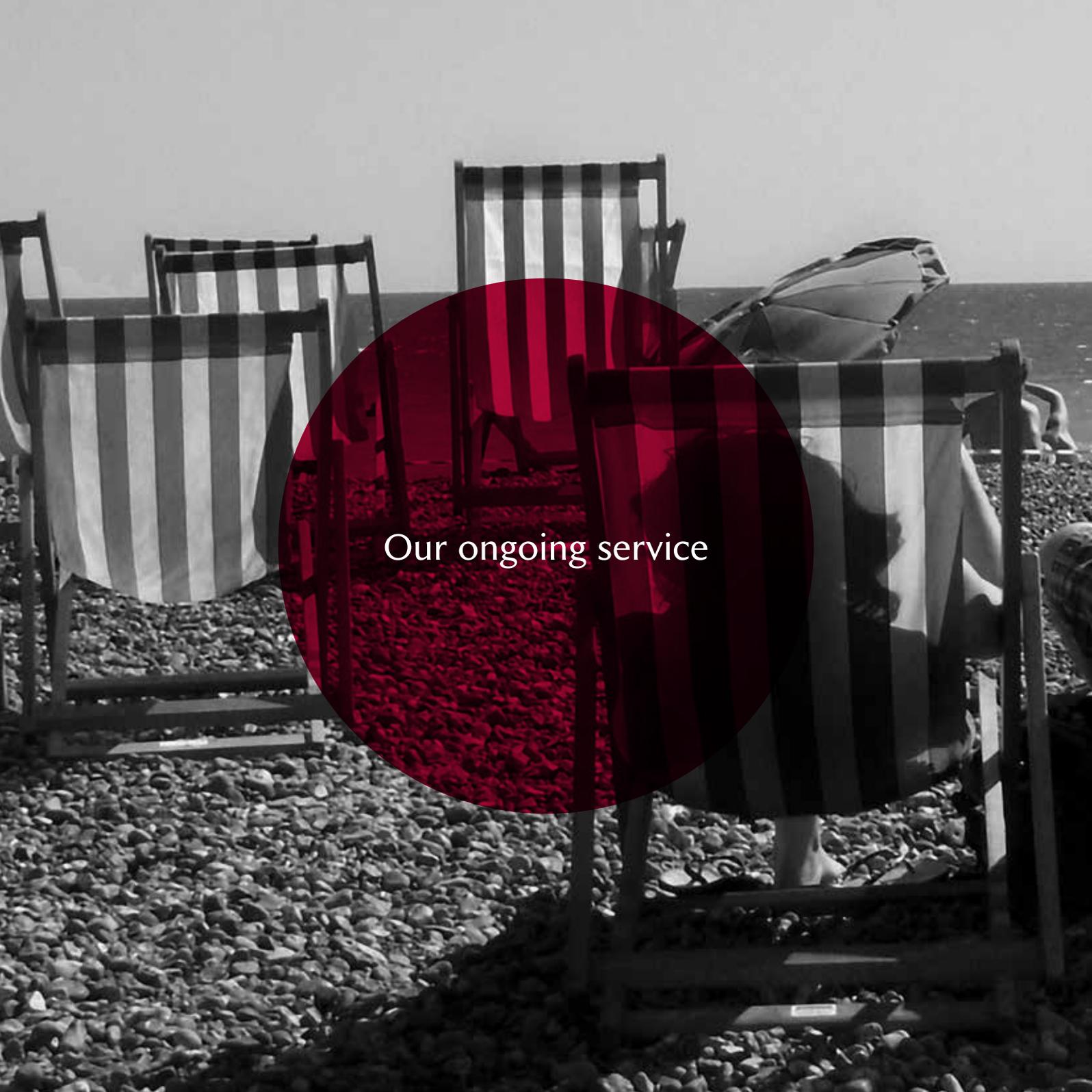
The FCA has rules which affect the rights you have as a customer.

We classify all our individual customers as 'retail' customers. As a retail customer you have rights under the Financial Ombudsman Service (FOS) and the Financial Services Compensation Scheme (FSCS). There are other classifications of customer that don't have these rights. These are professional customers— such as listed companies, local authorities and larger partnerships or trusts. Also 'eligible counterparties' (e.g. national governments and other state bodies, banks or regulated financial services firms).

If you have any questions regarding your classification (e.g. if you are a large company), please write to Intrinsic Financial Services Ltd Compliance Department, Wiltshire Court, Farnsby Street, Swindon, SN1 5AH or to the Financial Ombudsman Service and FSCS.

### Law

All of our agreements provided are governed and construed in accordance with the laws of England, Wales & Northern Ireland. In relation to any dispute, for your protection you agree to submit to the non-exclusive jurisdiction of the English courts.



Our ongoing service



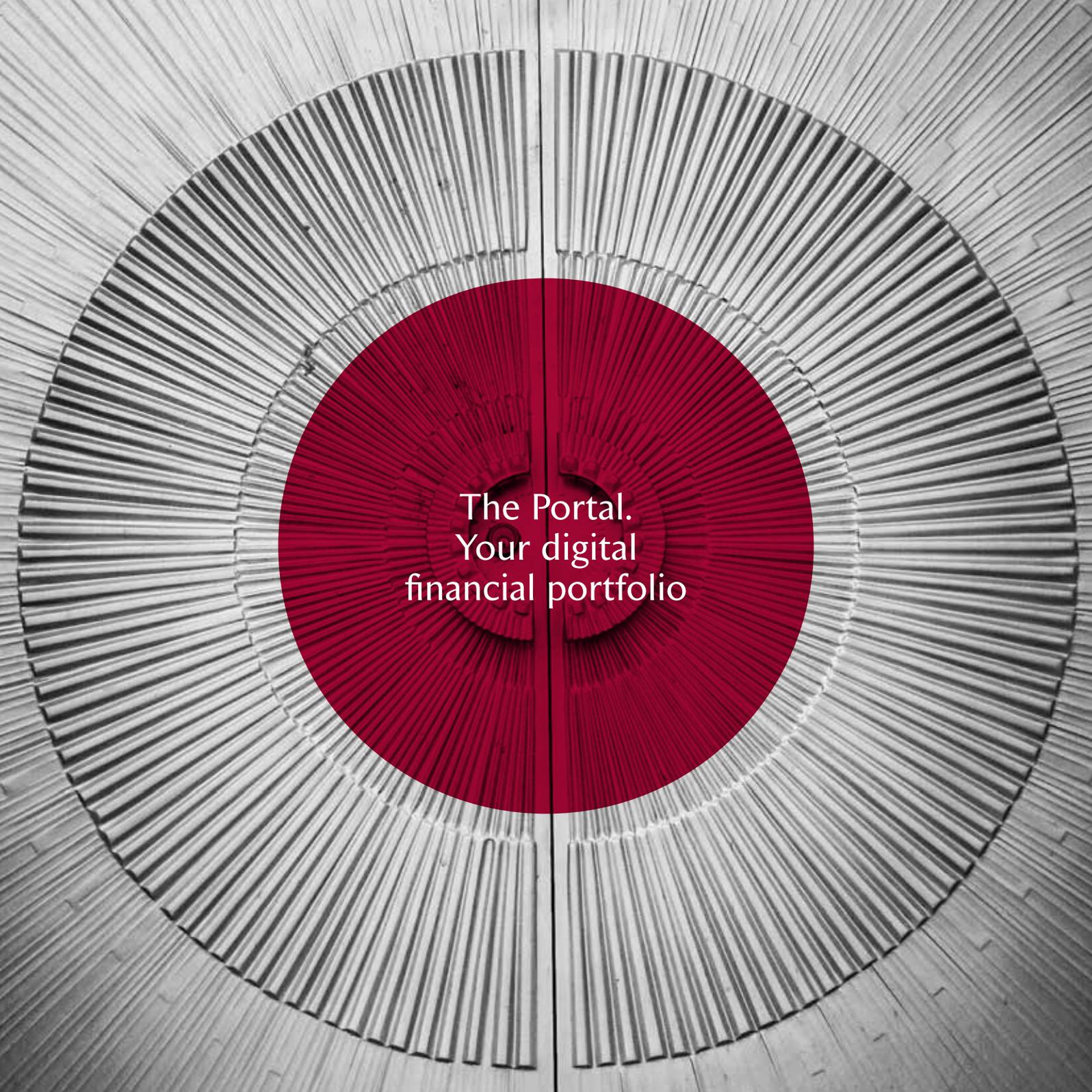
## Financial partners for life

As stated in Our Vision, we aim to provide, bespoke clear and long term financial planning , delivered through a philosophy of managing or reducing debt, and increasing wealth whilst maintaining lifestyle. We also believe that each of these three areas of financial planning are inextricably linked.

We understand that both the mortgage market and your personal situation are continually changing, which is why we will be in regular contact to ensure that your products remain appropriate, and to keep you informed of any changes in the financial world that may be of benefit to you.

Having planned your finances for a lifetime, it is only right that you should have a say in who your assets are passed to. There are qualified advisers in the wider Group who can provide advice in this area.

We not only collaborate internally but also directly with our clients. The Portal enables us to communicate directly, privately and securely with all of our clients. Perhaps more importantly it enables you to have direct access to your adviser and other qualified staff within the Group.



The Portal.  
Your digital  
financial portfolio

## What is the Portal?

Keeping track of your financial position is no easy task. Understanding where you stand now, as well as where you might be in the future, can be complex and time consuming.

The Portal has been developed for our clients and is the core element of our ongoing service proposition. It provides a summary of financial affairs by acting as your online filing cabinet, and is accessible at any time, from any location, from any internet-enabled device.

## The future of personal financial management at your finger tips

Through the Portal you can see all your financial products through one simple view; upload and store all your important documents into one readily accessible location, confident that they are safe and using the same level of security as other financial institutions. The Portal is there to make managing your financial affairs easier, with your financial adviser completing and periodically updating your information.

The Portal demonstrates a number of innovative tools that provide a wholly new perspective on your financial situation allowing you to model a variety of scenarios.

The Concierge and Messaging feature of the Portal allows you to contact your adviser at the push of a button, either by Skype, email or simply requesting a phone call at a time that is convenient for you.



## Stay informed

Whether you are moving house, applying for a protection policy or managing your investments, the Portal keeps you up to date with SMS and email updates. Through our messaging centre you can talk to us on Skype. You can also monitor the value of your property, with our property value estimator.



## Store with confidence

Your Portal provides a safe and secure personal document locker, where you can store and lock away, receive or even share documents with your adviser. The 'Documents' section is where you receive and can indefinitely store files in a safe and secure environment. Sharing with your adviser couldn't be easier and more secure.



## Plan for the future

You can explore our range of tools to see how your financial situation is developing or examine those 'what if' scenarios.

The Wealth Projector and Budget Planner together with our Mortgage and Pension calculators allow you to understand where you are now and into the future.



## Advice

The Portal is the new approach to financial services, allowing you to take control of your financial information in your own time and enabling your adviser to meet your needs efficiently, and securely.



Other things  
you need to know

- Financial crime. We support the Proceeds of Crime Act and all efforts to eliminate Money Laundering
- Terms of business. Please read this separate document, as it sets out more detail regarding our fees and services

#### Financial crime

All transactions relating to the services provided by us are covered by Money Laundering Regulations and the Proceeds of Crime Act 2002. The FCA also requires that we have appropriate measures in place to prevent the furtherance of financial crime. Our responsibilities include but are not limited to verifying the identity and address of our clients and any third party making payments on their behalf. If required you must supply proof of your identity in accordance with the above Regulations. Identity verification checks may include electronic searches of the electoral roll and the use of credit reference agencies, which will result in a soft 'foot-print' on your credit records. This foot-print is not visible to other financial service providers and does not affect your credit rating in anyway. In accordance with the Data Protection Act 1998 acceptance of these terms and conditions represents your permission for us to access this information.

#### Terms of business

We aim to ensure all our documents and information are clear and transparent. In the case of any potential ambiguity between the terms of business and this guide to our services, the terms of business takes precedent.

- Other interests. We pride ourselves on being impartial, and to avoid any doubt will share any possible conflicts with you
- Loans and ownership. We want you to know who owns the Network we belong to
- Client money. We never handle client cash

#### Other interests

Intrinsic has a number of payment arrangements with various product providers to facilitate adviser learning and enhance the outcomes for our customers. Further details are available on request.

#### Loans and ownership

Intrinsic Financial Services Limited owns 100% of the share capital of Intrinsic Financial Planning Limited and Intrinsic Mortgage Planning Limited. Old Mutual Wealth Life Assurance Limited owns 100% of the share capital of Intrinsic Financial Services Limited.

#### Client money

We do not handle client money. We never handle cash and will only accept a cheque made out to us in settlement of advice and service charges. Our preferred method of payment is via bank transfer.

A black and white photograph of rowers in a boat on water. The rowers are seen from behind, wearing white tank tops and dark caps. The water is dark and rippled. A large red circular overlay is positioned in the center of the image, containing the text "Collaborative approach" in white. The overlay partially obscures the rowers and the water.

Collaborative  
approach



Curchods has been built on a spirit of collaboration. The dictionary definition states it is *'to work with another person or group in order to achieve'*. This statement perfectly describes our business ethic. We aim to work with you to ensure you achieve your financial goals. With ever more complex legislation and products we consider it imperative that you receive specialist advice in your area of financial need.

Elaborating on our philosophy of reducing or managing debt and increasing wealth and built on a foundation of protection, our advisers deliver specialist advice for both personal and corporate clients, ensure that clients' assets are protected in the event of death, and that the long term relationship with clients is maintained.

Your adviser will liaise and collaborate with their fully qualified colleagues to ensure that you have access to the most appropriate advice you need, when you need it and in the format of your choice.



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