



About our services



30 Walker Street, Edinburgh, EH3 7HR

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 products do we offer?

Mortgages

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders
- We only offer mortgages from a single lender.

Insurance

- We offer products from Legal and General for Pure Protection and Income Protection
- We only offer products from a limited number of insurers.
- We only offer products from Payment Shield for Household Insurance and Payment Protection.

3. Which service will we provide you with?

Mortgages

- 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.

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for Pure Protection, Income Protection, Household Insurance and Payment Protection.
- 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 our services?

Mortgages

- No fee. We will be paid by commission from the lender.
- A fee

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

Insurance

- A fee.
- No fee for Pure Protection, Income Protection, Household Insurance and Payment Protection.

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

5. Who regulates us?

Fresh Start Finance is a trading name of First Mortgage Direct Limited, 30 Walker Street, Edinburgh, EH3 7HR is authorised and regulated by the Financial Services Authority. Our FSA Register number is 30574.

Our permitted business is advising on and arranging insurances such as Pure Protection, Income Protection, Household Insurance, Payment Protection and mortgages.

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.

6. What to do if you have a complaint

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

In writing: Write to First Mortgage Direct Limited, 30 Walker Street, Edinburgh, EH3 7HR

By phone: Telephone: 01314767025

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

7. 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.

Mortgages

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

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.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

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

ALL ABOUT DATA PROTECTION

The Data Protection Act

The Data Protection Act places obligations on users of Personal Information and lays down principles for its use. One principle states that information has to be processed fairly and lawfully. This means that you are entitled to know how we intend to use any information you provide. You can then decide whether you want us to have the information.

To provide outstanding customer service we need accurate customer information. You can help us by informing us whether your circumstances change, either by phone, post or e-mail.

How we use your Personal Information

One main use of your personal information is to look after your Mortgage and Insurance requirements. If you apply for insurance we will pass your details to the Insurer.

Occasionally we may contact you by letter, telephone, e-mail or otherwise to inform you about other procedures and services which may benefit you. For example you may hear about a new Mortgage Product that offers you a better rate or saves you money.

Unless you have given us your consent we will not be able to advise you about this information.

If you would prefer to be excluded from these services, please write to us at our company address.

We are also committed to meeting the Standards set by the Financial Services Authority and occasional audits will be done to monitor compliance.

Under the Data Protection Act you have the right to have access to information we hold about you on Records. The Act allows us to charge a fee of £10.00 for this service. If anything is incorrect, please let us know and we will correct it.

Credit Referencing

If you apply for a mortgage the Lender will perform a search with a credit reference agency. The Agency will keep a record of the search, other Lenders in the future may use this to make their decision.

Copies of your files can be obtained from the following:-

Equifax plc P O Box 1140 Bradford BD1 5US Tel. No. 0870 010 0583

Experian Ltd P O Box 8000 Nottingham NG80 7WF Tel No. 0870 241 6212

If you have been refused credit you can obtain advice from your local trading Standards Dept., Citizens Advice Bureau or Consumer Advice Centre.

Anti-Money Laundering and Statutory Obligations

To comply with Money Laundering Regulations we need to confirm the name and address of our clients, we require this information when we are applying on your behalf to a Lender or Insurance Company. We will also request that you inform us how any monies were obtained/accumulated. This process may require sight of certain documentation. If you provide false or inaccurate information and we suggest fraud or money laundering we will record this.

Responsibility for customer confidentiality

All our Employees are personally responsible for maintaining client confidentiality. We provide Training and Education to all our Staff to remind them about their obligations.