

keyfacts[®]

about our services

Profile Mortgage & Financial Solutions

A trading style of Mortgage Force (UK) Ltd
2nd Floor
169 High Street
Barnet
Herts
EN5 5SU



1. The Financial Conduct Authority (FCA)

The FCA is an independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

Insurance

☐

We offer products from a range of insurers for non-investment insurance contracts.

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We can only offer products from a limited panel of insurers for Life and/or Critical Illness Cover, Long and Short-term Income Protection Cover, Mortgage Payment Protection Insurances and Buildings and Contents Insurances. Ask us for a list of the insurers we offer insurance from.

☐

We can only offer products from a single insurer.

3. Which service will we provide you with?

Insurance

☒

We will advise and make a recommendation for you after we have assessed your needs for Life and/or Critical Illness Cover, Long and Short-term Income Protection Cover, Mortgage Payment Protection Insurances and Buildings and Contents Insurances.

☐

You will not receive advice or a recommendation from us for We may ask some questions to narrow down the selection of products that we will provide details on Life and/or Critical Illness Cover, Long and Short-term Income Protection Cover, Mortgage Payment Protection Insurances and Buildings and Contents Insurances. You will then need to make your own choice about how to proceed.

4. What you will have to pay us for this service?

Insurance

☐

A Fee of £100.00 for arranging a Life and/or Critical Illness Cover, Long and Short-term Income Protection Cover, Mortgage Payment Protection Insurances and Buildings and Contents Insurances, which will be payable on commencement of the insurance contract.

☒

No Fee for arranging a Life and/or Critical Illness Cover, Long and Short-term Income Protection Cover, Mortgage Payment Protection Insurances and Buildings and Contents Insurances,

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

5. Who regulates us?

Profile Mortgage & Financial Solutions is a trading style of Mortgage Force (UK) Ltd. Central office address is Chestnut House, 65a Friar Gate Derby, DE1 1DJ. The London office being Suite 502, Fifth Floor, Irongate House, 22-30 Dukes Place, London EC3A 7LP.

Correspondence address being 2nd Floor, 169 High Street, Barnet, Herts EN5 5SU.

Mortgage Force (UK) Ltd, is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 843041. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

Our permitted business is advising and arranging deals in Non-Investment Insurance Contracts and General Insurances, and Mortgage/Loan 1st and 2nd charge contracts.

6. What to do if you have a complaint.

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

In writing: Write to The Compliance Manager, Mortgage Force (UK) Ltd
Central Office: Chestnut House, 65a Friar Gate, Derby, Derbyshire, DE1 1DJ
Email: complaints@mortgageforce.co.uk

By Phone: Telephone: 01332 900 789

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.

As the compensation limits can change periodically, further information about the current limits applicable to the different product types is available from the FSCS at:

<http://www.fscs.org.uk/what-we-cover/products>

