



about our services

Insight Mortgage Solutions Limited

Insight House
7a Alkmaar Way, Norwich International Business Park
Norwich
Norfolk
NR6 6BF

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document has been designed by The FSA 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.
- We can only offer products from a limited number of insurers for term life assurance, term critical illness assurance, buildings & contents insurance, accident, sickness & unemployment insurance, private medical insurance and income protection insurance.

Ask us for a list of the insurers we offer insurance from.

- We can only offer products from Aviva Health UK Ltd for private medical insurance.

Mortgages

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

Ask us for a list of the lenders we offer mortgages from.

- We only offer mortgages from a single lender.

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 term life assurance, term critical illness assurance, buildings & contents insurance, accident, sickness & unemployment insurance, private medical insurance and income protection insurance.
- 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.

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.

4. What will you have to pay us for our services?

Insurance

No fee.

A fee.

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

Mortgages

No fee.

A Fee of up to 2% of the loan amount. For example, on a £100000 mortgage where a 2% fee is being charged, this would equate to a fee of £2000. This fee is payable on completion. We will also be paid by commission from the lender.

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

5. Who regulates us?

Insight Mortgage Solutions Limited is an appointed representative of First Complete Ltd, 1-2 Northernhay Place, Exeter, Devon, EX4 3YF, which is authorised and regulated by the Financial Services Authority. First Complete Ltd's FSA Register number is 435779.

First Complete Ltd's permitted business is advising on and arranging mortgages and non-investment insurance contracts.

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 First Complete Ltd, Compliance Department, A1 Methuen South, Bath Road, Chippenham, Wiltshire, SN14 0GT.

...by phone Telephone 01249 467500

Your complaint will be investigated in line with First Complete Ltd's complaint handling procedures, a copy of which is available on request. If we do not settle the complaint to your satisfaction, 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.

Insurance

Insurance advising and arranging is covered for 90% of the claim amount, without any upper limit.

Mortgages

Mortgage advising and arranging is covered up to a maximum compensation amount of £50,000.

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