

Buy to Let Services

Balanced Financial Services Ltd
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Norwich
Norfolk
NR5 9NA
01603 961618 - office@balancedfinancialservices.co.uk

The Financial Conduct Authority

Balanced Financial Services Ltd 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 Financial Services Register number is **803174**. **PLEASE NOTE the FCA does not regulate some types of Buy to let Business.**

Our Services

We are independent mortgage advisers and we will recommend a Buy to Let mortgage product that is suitable for you following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability and confirmation if the mortgage will be classed as a consumer buy to let or a business buy to let.

We will consider all products and lenders that we have access to. This means we will not consider those lenders that are only available by you going direct to them.

Where you are increasing your borrowing we will consider the merits of both a new first charge mortgage and securing this by an additional mortgage on a second charge basis. You may have the option of a further advance from your existing lender, however, we will only consider this where we are able to deal directly with the lender on your behalf. You should always explore this option in the first instance and look at the further alternative of an unsecured loan, as these may be more appropriate for you.

The Costs of our Service

We charge a fee of **£249.00** for providing advice and submitting a standard mortgage application and **£499.00** for a complex application. This fee becomes payable upon receipt of your formal mortgage offer from the recommended lender. We will always confirm which fee category your application falls into prior to application and before you commit to proceed.

Standard Applications include: First Time Buyers / Buy to let mortgages / Ltd Company Buy to let / Some Portfolio Landlord Applications / Most Remortgages / Self employed Applicants / contractor mortgages.

Complex Applications include: Adverse credit history / Complex Portfolio Landlord applications / Second Charge mortgages / Bridging / Self Build / Ex-pat mortgages / Debt Consolidation

We will also receive and retain any commission from the lender when your mortgage completes. This amount will be confirmed by the lender in their disclosure document.

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

Refund of fees

Please note we do not offer a refund of fees.

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 give us instructions in writing via our client portal, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing as soon as reasonably possible.

Complaints

If you wish to register a complaint, please write to **Charlotte Baker, Balanced Financial Services Ltd, 14 Draper Way, Norwich, Norfolk, NR5 9NA** or telephone **01603 961618**

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

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 just at the beginning.

Law

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

Force Majeure

Balanced Financial Services Ltd 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 7 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 these, please ask for further information.

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

By direct payment to Balanced Financial Services Ltd



You must be aware that adding our fees to the mortgage loan will increase the total amount you pay over the term of that loan as the lender will apply their interest charges to this amount

You should seek separate legal and tax advice regarding your responsibilities of owning this type of property. Please note our service does not consider the suitability of you owning a Buy to Let property.

Client Name

Client Signature

Dated

Client Name

Client Signature

Dated