

homeworks
FINANCIAL SOLUTIONS LTD

Our Mortgage & Insurance Proposition

About us

At Homeworks Financial Solutions, we understand that buying a property is one of the biggest financial decisions you'll ever make. That's why we don't just facilitate mortgages, we advise you through each stage of the mortgage process, and then provide ongoing reviews to reassess your circumstances when necessary.

If you are a first time buyer, moving on, re-mortgaging or looking to invest in a rental property, we'll research our panel of lenders to find the right provider and product for you. Please note that Buy to Let are not regulated by the Financial Conduct Authority.

At Homeworks we also offer professional advice on the different life insurance policies in order to protect you, your mortgage and your family.



Mortgages

Whose products do we offer?

We can access a range of mortgages from over 50 of the UK's best-known lenders (shown on the list I have given you), but not deals that are only available directly from lenders.

If you are purchasing a property with the help of a shared equity loan, our advice will also cover the shared equity second charge. However, we do not advise on any other second charge mortgages. If you need a second charge mortgage we will refer you to Enterprise Finance, a master broker for second charges, who will be able to advise you.

Which service will we provide you with?

We will advise and make a recommendation for you on a first charge mortgage after we have assessed your needs.

You may request an illustration from us for any regulated mortgage contract we are able to offer you whenever we provide you with information specific to the amount you want to borrow following assessment of your needs and circumstances.

Alternative finance options

If you are looking to increase borrowing secured on a property that you already have a mortgage on, the following alternative finance options may be available and may be more appropriate:

• A Further Advance from your existing lender
• A Second Charge
• An Unsecured Loan

Openwork does not offer advice on Unsecured Lending or Second Charges.

What will you have to pay us for our services?

A fee of £249 payable immediately. We will also receive commission from the lender.

If you'd like to know the range of commission payable from our lenders, please ask me for a list. You will receive an illustration when considering a particular mortgage, which will tell you about any fees relating to it. It is important that you read and understand the illustration.

Our refund policy for mortgage fees

If we charge you a fee and your mortgage does not go ahead, you will receive:
No refund, if you decide not to proceed with the purchase

Insurance

Whose products do we offer?

We can only offer products from a limited number of insurers for life assurance, critical illness cover, income protection, buildings and contents insurance, accident, sickness and unemployment insurance and cash lump sum accident protection.

Please see the Insurance Proposition Summary leaflet for details of the insurers we offer insurance products from.

Which service will we provide you with?

We are an insurance intermediary representing you, not any insurer. We will provide you with a personal recommendation after we have assessed your needs, limited to the insurance products available to us, as shown in the Insurance Proposition Summary leaflet.

What will you have to pay us for our services?

We arrange the policy with the insurer on your behalf, you do not pay us a fee for doing this. We receive commission from the insurer which is a percentage of the total annual premium. This means that if you purchase one of these products we will receive commission in addition to any adviser charges / fees you may have been or will be paying Openwork for investment-related services. The amount of commission will be disclosed separately should you purchase one of these protection products.

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

Buy to Let
A Buy to Let mortgage taken out for the purposes of business is not regulated by the Financial Conduct Authority (FCA).

Who regulates us?
We are an appointed representative of Openwork Limited, Washington House, Lydiard Fields, Swindon, SN5 8UB, which is authorised and regulated by the Financial Conduct Authority, 25 The North Colonnade, London E14 5HS. Openwork Limited's Financial Services Register number is 408285.

Openwork Limited's permitted business is advising on and arranging mortgages, general and pure protection insurance and life insurance, pensions and investments. 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.

Loans and ownership
Allied Zurich Holdings Limited ("AZH") holds 25% of the ordinary shares in Openwork Holdings Limited. AZH is ultimately owned by Zurich Insurance Group Limited ("ZIGL"). ZIGL is incorporated in Switzerland and also owns Zurich Assurance, Zurich Insurance and Sterling ISA Managers Limited.

What to do if you have a complaint
If you wish to register a complaint, please contact us:

…in writing
Write to: Complaints Management Team, Openwork Limited, Washington House, Lydiard Fields, Swindon, SN5 8UB.

…by phone
Telephone 01793 567800

Information about our internal complaints handling procedures is available free of charge, on request from the Complaints Management Team.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Ask us for a leaflet or contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Phone: 08000 234 567 or 0300 123 9123
Email: enquiries@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme
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, without any upper limit.

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

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

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