

about our services



The Remortgage Business
Eventus
Sunderland Road
Market Deeping
PE6 8FD

1 The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. 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?

Mortgages

- We offer a comprehensive range of standard mortgages from across the market but not deals that you can only obtain by going direct to a lender.
- We only offer mortgages from a limited number of lenders.
- We only offer mortgages from a single lender.

3 Which service will we provide you with?

Mortgages

- We will advise and make a recommendation in relation to a **first** charge mortgage for you after we have assessed your needs.
- We will not advise you in relation to a **second** charge mortgage, but can make a referral to a suitable firm to discuss your needs.

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

Mortgages

- No fee, we will be paid by commission from the lender.
- Our fee is £795. This fee is payable on completion.

We will also be paid 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 Refund of 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.

6 Who regulates us?

The Remortgage Business is a trading name of Eadon & Co Ltd. Registered in England No. Registered office: 83 Ducie Street, Manchester, M1 2JQ. Eadon & Co is authorised and regulated by the Financial Conduct Authority, FCA number 816029.

Our permitted business is advising on and arranging mortgages.

You can check this on the Financial Services Register by visiting the FCA's Website <http://www.fca.org.uk/>

7 What to do if you have a complaint?

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

-in writing Write to Tim Eadon, Eadon & Co, King Street, Manchester M2 4NH
....by phone Telephone 0345 5120 166
....by email tim@eadon.co

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.

8 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 up to a maximum limit of £85,000. Further information about compensation scheme arrangements is available from the FSCS.