

keyfacts[®]**about our mortgage services**

White House Mortgages Ltd

 14 Gray's Inn Road,
 Chancery Lane,
 London WC1X 8HN.
1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose mortgages and products do we offer?

- We offer mortgages and life insurance products from the whole market.
- We can only offer mortgages from a limited number of lenders.
- We can only offer a limited range of the mortgages from a single lender

3. Which service will we provide you with?

- 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 this service?

| | Total Fee | Admin Fee | Offer | Exchange | Completion | Notes |
|------------------------------------|-----------|-----------|-------------------|----------------------|----------------------|--|
| Residential/ BTL Purchase | 1% | £500 | 50% of Balance | Remaining Balance | | Minimum fee £1000 |
| Residential/ BTL Re-mortgage | 1% | £500 | As Above | | Remaining Balance | Minimum fee £1000 |
| Minor Adverse Credit | 1.25% | £500 | As Above | As above | As Above | Minimum fee £1000 No Adverse in 12mths |
| Adverse Credit | 1.50% | £500 | As Above | As above | As Above | Minimum fee £1000. All other Adverse |
| Right to Buy | 1.50% | £500 | As Above | As above | As Above | Minimum fee £1000 |

| | | | | | | |
|---------------------------|---------------|--------|----------|----------|----------|---|
| Offshore | 1.50% - 3.00% | £1000 | As Above | As above | As Above | Minimum fee £2000 Admin fee paid £500 on assessment £500 on AIP |
| Commercial | 1.50% - 3.00% | £1000 | As Above | As above | As Above | Minimum fee £2000 Admin fee paid £500 on assessment £500 on AIP |
| Complex & Difficult | 1.50% - 3.00% | £1000 | As Above | As Above | | Minimum fee £2000 Admin fee paid £500 on assessment £500 on AIP |
| Bridging | 3.00% | *£3000 | | | | *Minimum Fee £3000 will be charged even if it doesn't complete |
| Fast Bridging | 5.00% | *£5000 | | | | *Minimum Fee £5000 will be charged even if it doesn't complete |
| Un-secured business loans | 2% - 3% | £1000 | | | | Admin Fee of £1000 £500 on application £500 on Offer. A further 2-3% will be added to the loan dependent upon risk band and taken on Completion |
| Secured loans | Set fee £1000 | £500 | | | £500 | Admin Fee of £1000 £500 on application £500 on Offer. A further 2-3% packaging fee will be added to the loan dependent upon risk band and taken on Completion. This fee varies dependent upon Packager and may be more. |
| Life cover | | | | | | Commission only |

For Residential and Buy to Let Mortgages, a fee of 1% (Minimum of £1000) will be charged. Of this a £500 non-refundable Administration fee will be charged on providing an Agreement in Principle. 50% of the Remaining Balance will be charged on providing a Mortgage Offer. The final Balance will be charged on Exchange of Contracts (purchases) or Completion (Re-mortgages)

For Minor Adverse Credit, a fee of 1.25% (Minimum £1000) will be charged. Of this a £500 non-refundable Administration fee will be charged on providing an Agreement in Principle. 50% of the Remaining Balance will be charged on providing a Mortgage Offer. The final Balance will be charged on Exchange of Contracts (purchases) or Completion (Re-mortgages)

For Right to Buy Mortgages and Adverse Credit Mortgages, a fee of 1.50% (Minimum of £1000) will be charged. Of this a £500 non-refundable Administration fee will be charged on providing an Agreement in Principle. 50% of the Remaining Balance will be charged on providing a Mortgage Offer. The final Balance will be charged on Exchange of Contracts (purchases) or Completion (Re-mortgages)

For Offshore Mortgages, Commercial and Complex and Difficult Mortgages a fee of between 1.50% and 3.00% will be charged. The level of the fee will be agreed once we have assessed your case in principle (Minimum of £2000). A non-refundable administration fee of £500 will be charged on Assessment prior to an

Agreement in Principle being submitted. A further non-refundable Administration fee will be charged on providing an Agreement in Principle. 50% of the Remaining Balance will be charged on providing a Mortgage Offer. The final Balance will be charged on Exchange of Contracts (purchases) or Completion (Re-mortgages)

For Bridging a fee of 3.00% to 4.00% will be charged (Minimum of £3000). Please note that if an offer of funds is made, the Minimum Fee will be charged even if it doesn't complete.

For Fast Bridging a fee of 5.00% will be charged (Minimum of £5000). Please note that if an offer of funds is made, the Minimum Fee will be charged even if it doesn't complete.

For Unsecured Business Loans and Secured Loans we have a non-refundable set Admin Fee of £1000, of which £500 Administration Fee is payable on Acceptance and £500 on Offer. A further 2-3% packaging fee will be added to the loan dependent upon risk band and taken on Completion. This fee varies dependent upon Packager and may be more.

If the Mortgage or loan does not proceed, the administration fee is non-refundable, however we will try to place the mortgage with another lender. If the second mortgage does not proceed, then we reserve the right to charge a fresh administration fee for any further work carried out. We may also be paid commission from the lender in addition to our fee which will be disclosed.

Please note that this charge is purely for our work and does not include any charges made by third parties.

For life insurance products, we will disclose any commission received on the illustration we provide you.

- You will receive a key facts illustration when considering a particular mortgage or life insurance product which will tell you about any fees relating to it. In case where the provider's fee statements do not match the above, our irrevocable terms and conditions as set out in this document will apply at all times without exception.
- You can pay us by either Solicitors Authority (Mortgages only), Online Banking/BACS or Credit or Debit Card (a charge may apply for card transactions as we are charged by Word Pay per transaction).
- All invoices are payable immediately as per the terms specified on our Irrevocable Fee Agreement.
- A 10% Late Payment charge as specified on our Reminder Invoices will be charged as applicable. Interest at the rate of 8% p.a. may also be added for late and non-paid invoices. Any bad debt collection charges will also be added.

5. Refund of fees

If we charge you a fee, and your mortgage does not go ahead:

- You will receive a full refund if the lender rejects your application.
- Only the administration fee will be retained as stated in point 4.
- No refund if you decide not to take out a mortgage.

6. Who regulates us?

White House Mortgages Ltd, 14 Gray's Inn Road, Chancery Lane, London WC1X 8HN is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 302190.

Our permitted business is Mortgage & Life Cover advising & arranging.

You can check this on the FCA's Register by visiting the FCA's website <http://www.fca.org.uk/register/> or by contacting the FCA on 0800 111 6768

7. What to do if you have a complaint

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

... in writing Write to White House Mortgages Ltd, 14 Gray's Inn Road, Chancery Lane, London WC1X 8HN.

... by phone Telephone 020 3039 3400

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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.

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

Long-term insurance (e.g. life assurance) the maximum level of compensation for claims against firms declared in default on or after 3 July 2015 is 100% of the claim with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS <http://www.fscs.org.uk/>