

David F. Hook

Insurance Brokers & Independent Financial Advisers

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Terms of Business

The Mortgage Code or Mortgage Code Compliance Board (MCCB) came into effect for intermediaries on 1st May 1998 and is a voluntary Code to which our company subscribes. The Code sets minimum standards of good lending and advisory practice which are to be followed by all lenders and mortgage intermediaries who subscribe to the code. A copy of a leaflet entitled "you and your mortgage" summarising the Code explaining what you can expect from us will be sent to you on application

David F. Hook Independent Financial Advisers are registered with the Mortgage Code Compliance Board and our registration number 5118635. We act on your behalf when arranging your mortgage.

We review our mortgage lenders on a regular basis in order to maintain a good supply of mortgage funding appropriate to your individual circumstances. We use a small number of selected lenders who consistently provide our customers with a good product range and good standard of service. From time to time these lenders may change as the range of products change.

Under the terms of the Mortgage Code there are three levels of service available These are:

- a) Full advice and recommendations.
- b) Information on different types of mortgage products available to allow you to make a choice.
- c) Information on a single product only, where no advice is given.

This company operates on service level a) above, Full advice and recommendation unless we otherwise agree this with you.

We will provide you with information relevant to your Mortgage needs, covering such items as an explanation of the main methods of repaying your Mortgage and the implications of taking out a Mortgage as describe in section 3.2 of the Mortgage Code.

We will always require completion of our client information form to assess your mortgage requirements. The product details sent to you are based on the information supplied by you. We rely on the information you provide to be accurate and honest and this will form the basis of the mortgage agreement.

It is important that you discuss the legal implications of taking out a mortgage with your legal advisors.

Once we have given you details of the mortgage we are able to offer, you should check the figures carefully and only when you are happy and accept the terms should you proceed. (The initial details we may quote, will be based on the information to hand and may vary at any time up to a formal offer issued by the lending company). This letter should be kept by you as it will be a record of the transaction, exact terms will be confirmed by your lender's formal offer of a mortgage.

This company may receive fees from the lenders with whom we place mortgages in addition we may also charge you a fee. Where this occurs you will be advised of the amounts. If the fee is less than £250, the fee will be stated as being up to this amount. If it is £250 or more, the exact fee will be stated. Charges for any other services or products will be disclosed before or at the time it is provided or when the customer asks. There may be the odd occasion where we would charge a fee for arranging your mortgage. If this is the case we will not carry out any chargeable work without your written authority.

We will treat all your personal information as private and confidential (even when you are no longer a customer except where disclosure is made at your request or with your consent in relation to arranging your mortgage).

The Mortgage Code Compliance Board (MCCB) regulates the Mortgage Code to which we subscribe. As part of MCCB's duties we may be asked to provide them with access to our customer records in order that they may carry out an audit of our activities. The MCCB's ability to inspect customer records promotes best practice in our industry and ensures that you continue to receive the best possible service from us. If we disclose your personal information to the MCCB then it has agreed with us that it will only use it for the purpose of compliance with the Mortgage Code and not for any other reason.

We will explain that you have a right of access under the Data Protection Act 1998 to your personal records held on our files.

If you have a complaint you should, in the first instance contact our Mortgage Code Compliance Officer at the above address. We will help you with any queries you may have. If the matter is not resolved to mutual satisfaction, we will assist you in resolving it by referring to the Mortgage Code Arbitration Scheme whose address is The Mortgage Code Arbitration Scheme, International Arbitration Centre, 12 Bloomsbury Square, London, WC1A 2LP. Tel 020 7421 7444.

(These terms solely relate to mortgage business.)

Panel of Lenders.

Abbey National
Bank of Ireland
Bank of Scotland
Bristol & West
Birmingham Midshire
Cheltenham & Gloucester PLC
Cheshire Building Society
Halifax
Leeds & Holbeck
Mortgage Express
Nationwide
Northern Rock Building Society
Yorkshire Building Society

We regularly use this panel of lenders, However if your circumstances don't fit the criteria of these lenders we can assess the whole mortgage market to find you a suitable mortgage product.