



# Combined Initial Disclosure Document for:

**Warner Austin Mortgage Services Limited**

**12 Mitton Way, Mitton, Tewkesbury, GL20 8AN**

**01684 355045**

**admin@warneraustin.co.uk**

You should use the information provided within this document to decide if our services are right for you.

## **Whose products do we offer?**

### **Insurance**

- We only offer products from a limited number of insurers for Term Assurance, Critical Illness cover, Income Protection, Non-Profit Whole of Life Insurance, Private Medical Insurance and Payment Protection Insurance.
- We only offer products from a limited number of insurers for Buildings and Contents Insurance.

Ask us for a list of the insurers we offer insurance from.

### **Mortgages**

We offer products in the following 'relevant market':

- Regulated mortgage contracts that are used for a non-business purpose;
- We are not limited in the range of mortgages we will consider for you and can offer you advice on both first and second charge loans, but not deals that you can only obtain by going direct to a lender.

Please note that, where you are increasing your mortgage borrowing although we do not (or are unable to) advise on the following finance options these may be available to you and be more appropriate:-

- A further advance from your existing lender
- An unsecured loan

## **Which service(s) will we provide you with?**

### **Insurance**

We will advise and make a recommendation for you after we have assessed your needs for all Term Assurance, Critical Illness cover, Income Protection, Non-Profit Whole of Life Insurance, Private Medical Insurance, Payment Protection Insurance and Buildings and Contents Insurance.

### **Mortgages**

We offer an 'advised' sales service.

This means we will provide advice and make a recommendation for you after we have assessed your specific needs and circumstances.

## **What will you have to pay us for our services?**

### **Insurance**

You will pay for our services on the basis of:

No fee for advising on and arranging non-investment insurance contracts. We will receive commission from the product provider.

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

### **Mortgages**

You will pay for our services on the basis of:

#### Advised sales

No Fee. We will be paid by commission from the lender.

The exact amount of commission we will receive is not known to us at this stage. We will confirm the actual amount to you as part of the lending illustration we are required to obtain from the lender.

You will receive a key facts illustration / ESIS when considering a particular mortgage, which will tell you about any fees relating to that mortgage.

You also have the right to request an illustration / ESIS for any mortgage we offer.

### **Refund of fees**

If we charge you a fee and this is paid, and your mortgage does not go ahead, you will receive:

- No refund.

### **Who regulates us?**

We are authorised and regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 428236.

Our permitted business is: Advising on and arranging investment, non-investment insurance contracts and mortgages and making arrangements with a view to transactions in investments, non-investment insurance contracts and mortgages.

You can check this on the Financial Services Register by visiting the FCA's website <https://www.fca.org.uk/register> or by contacting the FCA on 0800 111 6768 (freephone) from 8am and 6pm, Monday to Friday (except public holidays) and 9am to 1pm, Saturdays.

### **What to do if you have a complaint**

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

.....in writing

Hannah Bridge, Warner Austin Mortgage Services Limited. 12 Mitton Way, Mitton, Tewkesbury, GL20 8AN. [admin@warneraustin.co.uk](mailto:admin@warneraustin.co.uk).

.....by phone

01684 355045

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

### **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 will depend on the type of business and the circumstances of the claim.

### **Insurance**

#### Long term insurance benefits (e.g. Life Assurance)

The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.

#### General Insurance

General insurance advice and arranging is covered for 90% of the claim with no upper limit.

Protection is at 100% where claims arise in respect of compulsory insurance (e.g. employer's liability insurance), professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder.

Protection is at 90% where claims arise under other types of policy with no 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.

**Please refer to our Privacy Statement on our website – [www.wabfinancial.co.uk](http://www.wabfinancial.co.uk).**