

umbrella

finance & protection

IDD for our Mortgage Broking Services (Regulated and Non Regulated); and our Life and General Insurance Broking Services (relating only to Non-investment Life Insurance and ASU / Private Medical Insurance)

The Financial Conduct Authority

RCCF Ltd t/a Umbrella Finance & Protection is authorised and regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities 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. Our Financial Services Register number is 304454.

Our Services

Mortgages:

We are independent mortgage advisers and we will recommend a mortgage product that is suitable for you following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

We will only consider all products and lenders that we have access to. A list of these lenders can be provided on request. This means we will not consider:

- a) those lenders or products that we do not have access to.
- b) those lenders or products that are only available by going direct to them.

Where you are increasing your borrowing, we will consider the merits of both a new first charge mortgage and securing this by an additional mortgage on a second charge basis. You may have the option of a further advance from your existing lender; however, we will only consider this where we are able to deal directly with the lender on your behalf. It may be in your best interests to explore this option and look at the further alternative of an unsecured loan, as these may be more appropriate for you.

Insurances:

We offer non-investment protection e.g. term assurance, income protection and critical illness from a range of insurers. We will provide you with advice and arrange the contract on your behalf after an assessment of your personal needs and circumstances.

General Insurance Contracts • we offer accident, sickness & unemployment (ASU) from a range of insurers but only offer private medical insurance products from Vitality Health, BUPA and AXA. We will provide you with advice and arrange the contract on your behalf after we have assessed your demands and needs for a particular type of insurance.

The Costs of our Service:

Mortgages:

We will receive and retain a commission from the lender when your mortgages completes. This amount will be confirmed by the lender in their disclosure document. In addition, we may charge you an administration and brokerage fee. If we do charge a fee, we will agree this with you in advance of commencing our service.

Typically, these fees are normally between £300 and up to 1% of the loan amount. If we agree a fee, we will provide a breakdown of when these fees are payable before we commence our services.

Should you wish you can request to view the commission rates from each of the lenders we have considered at the time that we make our recommendation to you.

Non-Investment Life Insurance and General Insurance Contracts:

We do not charge a fee as we will receive commission from the provider after the policy has been placed on risk.

Refund of fees:

Please note if we agree any administration fees for processing your mortgage application; these will still be charged should the lender reject your mortgage application due to you not disclosing any material information about your personal situation. It should also be noted that we do not provide a refund should you decide not to proceed with the mortgage loan after we have made a recommendation to you.

If we charge a broker fee, this will only be payable either on mortgage offer or completion. This will be agreed with you before we submit any mortgage application on your behalf. These fees will be non-refundable.

Our Ethical Policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will: •

- be open, honest and transparent in the way we deal with you;
- not place our interests above yours;
- communicate clearly, promptly and without jargon;
- seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

Cancellation rights

Certain protection and insurance contracts allow you the right to cancel after a contract has been put in force. Prior to you entering into a contract of protection or insurance we will provide you with specific details should this apply to include: its duration; conditions, practical instructions and any costs for exercising it, together with the consequences of not exercising it.

Instructions

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. We may, however in certain occasions, accept oral instructions.

Complaints

If you wish to register a complaint, please write to RCCF Ltd, PC 121 The Lightbox, 111 Power Road, Chiswick, W4 5PY or telephone 0204 541 9786.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financialombudsman.org.uk or by contacting them on 0800 0234567

Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme.

Further information about the limits applicable to the different product types is available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

Data Protection

The information you have provided is subject to the Data Protection Act 1998 (the “Act”). By signing this document you consent to us or any company associated with us for processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management.

“Processing” includes obtaining, recording or holding information or data, transferring it to other companies associated with us, product providers, the FCA or any other statutory, governmental or regulatory body for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

In order to provide services to you we may be required to pass your personal information to parties located outside of the European Economic Area (EEA) in countries that do not have Data Protection Laws equivalent to those in the UK. Where this is the case we will take reasonable steps to ensure the privacy of your information.

We may also contact you or pass your details to other companies associated with us to contact you (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which we think you may be interested.

The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or condition; the committing or alleged committing of any offence by you; any proceedings for an offence committed or alleged to have been committed by you, including the outcome or sentence in such proceedings; your political opinions; religious or similar beliefs; sexual life; or your membership of a Trade Union.

If at any time you wish us or any company associated with us to cease processing your personal data or sensitive personal data, or contacting you for marketing purposes, please contact The Data Protection Officer on 0204 541 9786 or in writing at RCCF Ltd, PC 121 The Lightbox, 111 Power Road, Chiswick, W4 5PY.

You may be assured that we and any company associated with us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

Client Verification

We may be required to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

Law

This agreement is governed and shall be construed in accordance with the Law of England and Scotland and the parties shall submit to the exclusive jurisdiction of the English and Scottish Courts.

Force Majeure

RCCF Ltd t/a Umbrella Finance & Protection, shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving 7 days notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

DECLARATION

This is our standard agreement upon which we intend to rely. For your own benefit and protection you should read the terms carefully before signing. If you do not understand any of these, please ask for further information.

Please tick this box if you do not consent to us or any company associated with us processing any such sensitive data. ☐

Please tick this box if you do not wish for us or any company associated with us to contact you for marketing purposes by email, telephone, post or SMS. ☐

I/We are aware of the costs of the services and agree to the amount and timing of these. My/Our preferred method of paying these costs is (please tick as appropriate);

By direct payment ☐

(where possible) By inclusion on the mortgage loan ☐

You must be aware that adding our fees to the mortgage loan will increase the total amount you pay over the term of that loan as the lender will apply their interest charges to this amount

Client Name Client Signature Date...../...../.....

Client Name Client Signature Date...../...../.....

This document will be emailed to you. If you do not complete, sign and date this document, and you proceed with our service via email, it will be assumed: •

- a) That you consent to the points and terms in this document.**
- b) That any admin / broker fees that we agree will be paid at the appropriate time directly to our firm.**

**Umbrella Finance & Protection, PC 121, The Lightbox, 111 Power Road, Chiswick, W4 5PY
t: 0204 541 9786 e: mail@umbrellafp.com w: www.umbrellafp.com**

Umbrella Finance & Protection is a trading style of RCCF Ltd. Reg no 4660819 Reg Office: PC 121 The Lightbox, 111 Power Road, Chiswick, W4 5PY. RCCF Ltd is authorised and regulated by the Financial Conduct Authority. Our registration no is 304454 (V0323)