

Roost

THE HOME OF YOUR
MORTGAGE AND INSURANCE

Call today
01536 428824

Who are we?

We all want to protect what matters most in life - our families, our homes, and our future. But with so many mortgage and insurance options out there, it can be overwhelming and confusing to find the right option for you.

We're here to help you navigate the complex world of mortgages and insurance. As experienced advisers, we've helped countless families find the perfect mortgage and insurance policies to meet their unique needs and budget.

Our advice is fully independent and regulated by the Financial Conduct Authority (FCA), so we can shop around to find the most suitable deals and options for you.



Why choose us?

Whether you're a first-time homebuyer, looking to remortgage, or need insurance to protect you and your family, we're here to help you every step of the way.

We work with a wide range of lenders and insurance providers to get you the most suitable rates and policies for your situation. We understand that every family and situation is unique, and that's why we offer tailored advice and support to help you protect what matters most.

Our Terms of Business

About this document

This document states our terms. You need to read this important document. It explains the service we provide and the costs involved.

By continuing with this service, you are agreeing to the terms included in this document.

How we are regulated

MD Mortgage & Protection LTD is an appointed representative of The Right Mortgage Limited who are authorised and regulated by the Financial Conduct Authority (FCA). You can check our details and regulatory permissions on the FCA Register online or on 0800 111 6768. Our FCA reference number is 830384.

Our company

MD Mortgage & Protection LTD of Lodge Park House, Kettering Venture Park, Kettering Parkway, Kettering, NN15 6XU. Our Company Number is: 07874646.

Our service

We offer an advised service. This means that we will provide you with a recommendation when we have assessed your needs.

Insurance Products

We offer products from a range of insurers for protection (non-investment) insurance contracts. For example; life, critical illness, and income protection insurances.

We offer products based upon a fair analysis of general insurance providers for:

- Home Insurance, including Buy to Let properties
- Accident, Sickness & Unemployment cover
- Private Medical Insurance

Mortgage (Home Finance) products

We offer a comprehensive range of first charge & second charge mortgages from across the market, but not deals that you can only access by going direct to a lender.

If you are mortgaging a buy to let property, we will only advise you on the services listed in this document. We will not provide advice on any tax or investment matters, for this you should seek advice from an authorised and qualified individual.

A list of the lenders and insurance providers that we provide advice from is available on request.

Our terms of business

Mortgage regulation

Some mortgages are regulated by the FCA and some are not:

- Residential mortgages are regulated by the Financial Conduct Authority
- Some forms of Buy-to-let mortgages are not regulated by the Financial Conduct Authority. However, some are defined as “consumer buy-to-let” – we will confirm if this applies to you
- Commercial mortgages are not regulated by the Financial Conduct Authority

Additional Buy to Let disclosures

By proceeding with a Buy to Let Mortgage application, you are also agreeing:

- The property is being purchased wholly, or mainly for business purposes
- You have the sole intention to let the property out
- You understand that a family member cannot live in the property under any circumstances
- You understand that if you decide not to let the property, you may have to repay the loan in full or change the mortgage to a more suitable product
- You understand that it is a breach of the terms and conditions of the mortgage to live in the property and fail to inform the lender



Our terms of business

Increasing borrowing on a property

If you are looking to increase the borrowing on a property, the following options may be right for you:

- Further advance from your existing lender
- Second charge mortgage
- A new first charge mortgage
- Unsecured lending – we do not offer advice

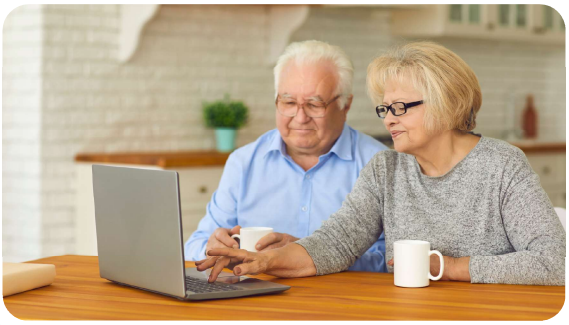
What we will do

- Act in your best interests
- Communicate clearly and in plain English
- Explain all costs involved
- Assess your needs before making a recommendation
- Review the market from our list of reputable lenders and providers to recommend the most suitable product for you

What we will not do

- Submit an application before conducting a full review of your circumstances and obtaining all supporting information
- Cause you to incur a credit search or incur any costs without your prior agreement
- Act without first getting your permission
- Give advice on;

1. Legal/conveyancing matters
2. Issues of taxation
3. Investments or pensions



Instructions

We will normally accept verbal or written instructions. However, we always recommend that all instructions are provided in writing for clarity.

How we will operate

During our initial consultation we will complete a questionnaire to enable us to understand your circumstances and your needs. This enables us to give you appropriate advice. A copy of this is available upon request.

We will conduct research to establish what products are most suitable for you and make these recommendations. This will be confirmed to you in writing.

You will also be provided an illustration detailing the recommended product.

Your responsibilities

You must deal with us in an honest and transparent way. Not disclosing key facts about your circumstances could impact the advice given, and could impact your ability to obtain the most suitable product. It could even void the product, such as if this non-disclosure is viewed as a fraudulent act.

If you have any doubts as to whether you should disclose a matter it is better to do so.

It is your responsibility to check that the product is as you expected, you should check all documents carefully. Please notify your adviser as soon as possible of any issues.

Our terms of business

Costs

Insurance

No fee is payable for our service in relation to insurance. We will be paid via commission.

Home Finance products

A fee of up to £1,500 is payable for our service in relation to mortgage contracts. Of this, £99 administration fee is payable on application, with the remainder payable on completion. The exact amount will depend on the complexity and work involved in your case, and will be disclosed in our fee agreement. We will be paid commission by the lender; the amount due will be disclosed via the mortgage illustration.

Refund of fees

If we charge you a fee and your mortgage does not go ahead, we will retain the £99 administration fee and you will receive a refund of the remaining fee. We will not benefit from any commission from the lender.

If we charge you a fee and your mortgage does not go ahead, you will receive a full refund on the broker fee. We will not benefit from any commission from the lender.

Complaints

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

In writing: The Right Mortgage Limited, St John's Court, 70 St John's Close, Knowle, B93 0NH.
By phone: 01564 732 744

If you cannot settle your complaint with us, you may be able to refer it to the Financial Ombudsman Service. www.financial-ombudsman.org.uk

Financial Services Compensation Scheme (FSCS)

You are protected by the Financial Services Compensation Scheme (FSCS) for the service we provide.
If we are to be declared in default, in the event of any claim, you may be entitled to compensation.
For further information about the scheme, please call the FSCS or visit www.fscs.org.uk.



Our terms of business

How we use your data

Full details of how we gather, store, use and process your personal data is contained in our Privacy Notice.

As part of our service, we will ask you several questions that relate to your personal and financial circumstances, including questions regarding potentially sensitive matters.

Only information that is relevant to your financial planning needs will be gathered and stored.

We will retain this information for as long as is necessary to fulfil our regulatory and legal responsibilities, including defending any future complaints. This data can also be useful to assist you in the future.

We will treat all your information as confidential. Steps will be taken to ensure that the information is accurate, kept up to date and only kept as required.

We have also taken measures to protect against unauthorised, or unlawful use and accidental loss or damage to the data.

Cancellation rights

Depending on the product provided you will have different cancellation rights; these will be explained to you in my recommendation and will be included in relevant documentation. It is your responsibility to exercise these rights as needed; we cannot do this on your behalf.

Customer money

We do not handle customer money. We will not accept any payment other than for the payment of our fee, and under no circumstances will we handle cash. Any third-party payments must be made to them directly.

Conflicts of interest

We will not transact business where we believe this could result in a conflict of interest. Where we believe that our interests conflict, we will inform you in writing and agree with you how we can proceed.

Declarations

By proceeding to supply your personal details, you are agreeing:

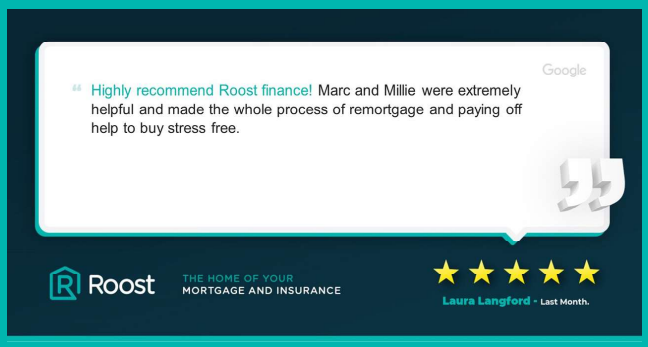
- To the terms and conditions of this agreement
- That we may pass your information on to, any 'third parties' needed to deliver our service
- That, the lender, or insurer we approach on your behalf, may conduct a credit search

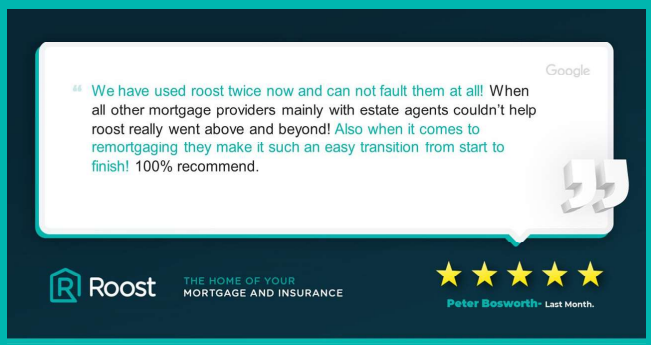


Our terms of business



Client Testimonials





Please leave us a review

Google Reviews

Our client charter

We are committed to providing our clients with exceptional service and ensuring that their experience is stress-free and seamless. To that end, we have established the following customer service charter:

1. We will always act in the best interests of our clients, providing honest and fully comprehensive advice to help them achieve their financial goals.
2. We will communicate clearly and effectively with our clients, keeping them informed throughout the entire process and promptly answering any questions or concerns they may have.
3. We will be respectful of our clients' time, working efficiently and effectively to ensure that all tasks are completed in a timely manner.
4. We will maintain the highest standards of professionalism and ethical conduct, adhering to all relevant laws and regulations and treating our clients with the utmost respect and courtesy.
5. We will continuously strive to improve our services, soliciting feedback from our clients and using that feedback to enhance our offerings and customer service.
6. We will safeguard our clients' privacy and personal information, ensuring that all data is kept secure and confidential.
7. We will provide our clients with access to a wide range of options, helping them to find the right products that meets their specific needs and financial circumstances.
8. We will maintain an open and transparent relationship with our clients, providing them with clear and concise information about our services, fees, and any potential risks or drawbacks.
9. We continually strive to improve our professionalism through personal development.
10. We will strive to exceed our clients' expectations, providing them with a positive and rewarding experience that they will remember for years to come.

GET IN TOUCH

01536 428824

admin@roostfinance.co.uk

https://roostfinance.co.uk/



Follow us on social media

You may be charged a fee for mortgage advice. The precise amount will depend on your circumstances but we estimate it will be <insert amount>.

<MD Mortgage & Protection LTD is an appointed representative of The Right Mortgage Ltd which is
authorised and regulated by the Financial Conduct Authority. Registered England no. 07874646. Registered Address: Lodge Park House, Kettering Venture Park, Kettering Parkway, Kettering, NN15 6XU

Don't keep us a secret ...

Please feel free to pass our details on to anyone who might benefit from our services.