

About our services and costs



Charles Frank Finance Ltd

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Castle House – 1st Floor

63 – 69 Cardiff Road

Taffswell CF15 7RD

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

Mortgages, Equity Release, Lifetime Mortgages and Home Reversion schemes

- We offer products from the whole market.
- We only offer products from a limited number of companies.
- We only offer products from a single group of companies.

Insurances

- We offer products from a range of insurers for all of the non-investment (Life) contracts.
- We offer products from a range of insurers for General insurance (non Life) contracts.
- We only offer products from Select & Protect for Householders (Buildings &/or Contents)

3. Which service will we provide you with?

Mortgages, Equity Release, Lifetime Mortgages and Home Reversion schemes

- 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.

Insurances

We will advise and make a recommendation for you after we have assessed your non investment of general insurance 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 our services?

Mortgages, Equity Release, Lifetime Mortgages and Home Reversion schemes

No fee. We will be paid by commission from the lender/company.

A fee of 1% of the mortgage advance or a minimum of £ 595.00 is paid by you on completion of your mortgage. We may also be paid commission from the lender.

You will receive a key facts illustration when considering a particular mortgage, lifetime mortgage, or further information about a particular home reversion scheme, which will tell you about any advice fees relating to it.

Insurances

A fee may be payable for our services in regard to non-investment insurance contracts and services. We will advise you in advance of any work, if a fee is payable.

No fee is payable to us for advice and services in respect of non-investment insurance contracts.

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

Refund of fees

If we charge you a fee, and your mortgage, lifetime mortgage or home reversion scheme does not go ahead, you will receive:

A full refund if the lender/company rejects your application.

A 50% refund if the application fails to complete

No refund if you decide not to proceed

5. Who regulates us?

Charles Frank Finance Ltd of Castle House 1st Floor, 63 – 69 Cardiff Road, Taffswell, Cardiff CF15 7RD is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 624668. Our permitted business is providing Advice and related services in respect of Non-investment Insurances, Mortgages and Lifetime Mortgages including Home Reversion arrangements.

You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0845 606 1234

6. What to do if you have a complaint

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

In writing to; Charles Frank Finance Ltd of Castle House 1st Floor, 63 – 69 Cardiff Road, Taffswell, Cardiff CF15 7RD

By phone; 02921 670060, By email; apply@cffl.co.uk

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

7. 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.

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Mortgages, Equity Release, Lifetime Mortgages and Home Reversion schemes

Mortgage advising and arranging is covered for 100% of the first £50,000

Further information about compensation scheme arrangements is available from the FSCS.

Message from the Financial Conduct Authority

Think carefully about this information before deciding whether you want to go ahead.

If you are at all unsure about which equity release product is right for you, you should ask your adviser to make a recommendation.