

Plus Four Financial Services

87 Dalewood Road
Beauchief
Sheffield
S8 0EE

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is designed by the FSA 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?

Insurance

- We offer products from a range of insurers for Life Assurance, Critical Illness Cover, Permanent Health Insurance (Income Protection), Private Medical Insurance (PMI), Impaired Life Assurance.
- We only offer products from a limited number of insurers for General Insurance in relation to Buildings & Contents, Mortgage Payment Protection Insurance, Accident Sickness & Unemployment. If you require a list please ask your advisor.
- We can only offer a product(s) from 'named'.
- We can only offer our own product(s).

Mortgages

- We offer mortgages from the whole of the market.
- We can only offer mortgages from a limited number of lenders. Ask us for a list of the lenders we offer from.
- We can only offer a limited range of mortgages from a single lender.

3. Which service will we provide you with?

Insurance

- 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.

Mortgages

- 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.

4. What will you pay us for this service?

Insurance

- A Fee.
- No Fee.

You will receive a key facts illustration which will tell you about any fees relating to a particular insurance policy.

Mortgages

- A Fee of £ 249 is charged (Paid Upfront)

Your initial consultation is obligation free.

Should you instruct us to act on your behalf an initial fee of £99 is charged upfront to research the market in order to find the most suitable mortgage for you.

A further fee of £150 is payable on presentation of the mortgage.

At Plus Four Financial Services we have access to 100% of all mortgage products available and we are now able to compare products from lenders that will only deal with clients directly and products from lenders that will allow mortgage advisors to process, thus giving truly independent advice.

On recommendation of a direct consumer deal we will only be able to help you with your application to the extent that the lender permits.

If you do not wish us to include direct consumer deals in our research please inform us.

On recommendation of an intermediary only deal we will be able to process the full mortgage application on your behalf.

We will also be paid by commission from the lender.

- No fee.

You will receive a key facts illustration which will tell you about any fees relating to a particular mortgage.

Refund of fees

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

- A full refund.
- A refund of £0.
- No refund.

5. Who regulates us?

Plus Four Financial Services is an Appointed Representative of
New Leaf Distribution Ltd
Princess Caroline House
1 High Street
Southend on Sea
Essex
SS1 1JE

which is authorised and regulated by the Financial Services Authority. New Leaf Distribution Ltd's FSA registration number is 460421

Our permitted business is advising on and arranging mortgages and non-investment insurances
You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/ or by contacting the FSA 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 Write to: New Leaf Distribution Ltd, (Complaints Department)
Princess Caroline House
1 High Street
Southend on Sea
Essex
SS1 1JE

.... by Telephone: 01702 431130

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 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

Mortgages

Mortgage advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum is £48,000.

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

Terms of Business

From November 1st 2004, The Financial Services Authority (FSA) became the regulator for the mortgage industry. The Financial Services Authority (FSA) has a website (www.moneyandclear.fsa.gov.uk) specifically for consumers.

Plus Four Financial Services is authorised through New Leaf Distribution Ltd who are regulated by the FSA. New Leaf Distribution Ltd is registered with the Financial Services Authority, registration number 460421. Part of that registration requirement is that we maintain in place Professional Indemnity Insurance that provides additional protection for customers if our firm is found to be negligent.

We undertake to act in a clear and informative manner with you at all times and act only on your behalf. We do not act on behalf of any lender; we do not have any formal links with any lender except for the introduction of mortgages to them. Using the information you provide we will advise you on your mortgage requirements from lenders that are representative of the whole of market. These lenders will provide our customers with a competitive range of products and a high standard of service. We do not have a list of preferred lenders.

Unless indicated otherwise on our Initial Disclosure Document (IDD) we provide a full advice and recommendation service in all cases. This ensures that we can make an informed decision with you about the choice of your new mortgage.

We will provide you with information relevant to your mortgage needs, including a full explanation of the main repayment methods and the implications of taking out a mortgage. We will further explain the main mortgage repayment methods (capital and interest or interest only) but if you select a method that requires an investment product to repay the capital borrowed we will be unable to provide advice on that investment product. We can however refer you to a financial advisor who may be able to provide advice on these matters.

During our initial meeting we will collect information from you by completing a detailed mortgage fact find. This information, together with our conversation, will enable us to give you appropriate advice on your mortgage and other related insurance products. The mortgage we help you to select will be based on your needs and objectives after full consideration of the information you provide and your circumstances. It will also take into account any particular requirements and market conditions at that time.

Once we have made our recommendations to you we will record them and confirm them to you in writing before you complete your mortgage. You should keep such confirmation safely as it provides a record of the transaction. The details will be further confirmed by your chosen lenders formal offer of a loan.

Plus Four Financial Services may charge you a fee for our services and/or receive fees from lenders with whom we place mortgages. Where this occurs we will inform you of the amount and source.

All monies received from the lender to any firm involved in your mortgage transaction will be disclosed in the Key Facts Illustration (KFI) we will provide you with at the appropriate time.

Credit Checks

I/We give our consent for Plus Four Financial Services Ltd to undertake any necessary credit searches in relation to our pending mortgage application and associated mortgage products. Plus 4 Financial Services Ltd has my/our authority to disclose personal details to a credit agency (which will show on your file) the FSA or a lender for obtaining an agreement in principle.

If I/we request information or quotes on other mortgage related products including insurance products then our information may be passed onto the relevant companies.

Plus Four Financial Services may act on my/our behalf as brokers on connection with my/our mortgage application.

I/we confirm that the details given on the fact find form are true and accurate including all details in the credit history section. I/we understand that giving false information will jeopardise my/our application.

Protection Policies

In the large majority of cases we will receive the standard rate of commission from the Insurance Companies with whom protection policies are arranged, as shown in the key features document presented to you. Therefore we do not normally charge you a fee for our services. However, we would point out that the initial commission payable by Insurance Companies is earned by ourselves provided that the policy is kept in force for certain periods of time (depending on the type of contract). For protection policies this is four years. If premium payments are cancelled within these periods, without prior arrangement, a fee equal to the commission clawed back by the Insurance Company will be payable to us. No fee will be charged as a direct consequence of the exercise of your statutory rights under the Cancellation Rules, but we do reserve the right to charge a fee for the time expended on the preparation of reports and for placing mortgages or arranging finance.

Ongoing Servicing of your Mortgage Requirements (Express Consent)

Due to changes in legislation, affecting the ongoing provision of mortgage advice, it is now necessary for us to hold your written authority to enable us to contact you in the future and to review your ongoing mortgage needs.

Regular reviews of your mortgage needs is a valuable part of the service we offer, and ensures that we can keep you informed of changes in the mortgage market, and help you find the most suitable mortgage contract when the opportunity for review arises.

To ensure you continue to receive any mortgage advice you may require in the future, please complete and sign the declaration below.

Data Protection

We will treat your personal information as private and confidential (even when you are no longer a customer) except where disclosure is made at your request, compliance with the law of the land, or with your consent in relation to arranging your mortgage. We will also explain that you have a right of access under the Data Protection Act 1998, to your personal records whether held manually or electronically.

Plus Four Financial Services is regulated by the Financial Services Authority (FSA) and we may, from time to time, be required to pass your information to this organisation for compliance checking. This information will be treated as private and confidential and will be used for no other purpose.

Our aim is to provide you with a first class professional and confidential service. Should you feel you have cause for complaint then in the first instance you should contact the Group compliance manager at the address below. If the Group compliance manager does not resolve your complaint to your satisfaction, we will assist you in resolving it by referring it to the Financial Ombudsman Service, details of which will be sent to you.

This document relates only to mortgage and protection business.

Signature(s)

Applicant 1 _____ Applicant 2 _____