



MortgageFinders[®]

Our Commitment to You

At MortgageFinders we believe that putting the customer first and at the heart of our operation is what will make us successful as a mortgage broker.

You may or may not have used a mortgage broker in the past and therefore may or may not have a pre-conception of how MortgageFinders will look after you. To ensure that this is clear we have set out below our commitment to each and every customer.

- We will always treat you fairly and honestly with any advice that we provide.
- We will always deal with you in a professional but friendly manner.
- We are completely impartial and will always provide you with unbiased advice without obligation to any particular product or lender.
- We are committed to finding every customer the best and cheapest suitable product available from the whole market place.
- We are directly authorised by the Financial services Authority and have obtained all the necessary professional qualifications to ensure that we give you the best possible advice.
- We will explain everything to you without using industry jargon and ensure that you feel in control of the process.
- We not only find you the right mortgage product but will assist you with all the paper work, the submission of your application to the lender and provide support to you right through to completion. We are always there to help you.
- We do not charge you any fees for our service. Instead we obtain our remuneration directly from the product provider that we arrange business on your behalf. This is usually called a procurement fee or a commission. We will always disclose this amount to you on any illustration.
- We will, unless you advise otherwise, commit to looking after your ongoing mortgage and associated needs. We will keep in touch with you to ensure that when the time is right to review your new mortgage product that we can once again help you make the best choice for your needs.

We look forward to looking after you mortgage and associated needs now and in the future.

Trevor Galvin
Managing Director
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