



Initial disclosure document for Non-investment insurance contracts and Mortgages

Tuto Money Ltd

**Camrascan House
Isis Way, Minerva Business Park
Peterborough
PE2 6QR**

Tel – 01733 235221

You should use the information provided within this document to decide if our services are right for you.

WHOSE PRODUCTS DO WE OFFER AND WHAT SERVICE WILL WE PROVIDE?

For **protection and insurance contracts** we are an intermediary and will act on your behalf when providing advice and making our personal recommendation(s) to you.

For Life Assurance, Critical Illness Cover, Mortgage Protection, Income Protection Plans and Buildings and Contents cover we will do this based on a fair and personal analysis of the market.

For Private Medical Insurance we will offer a personal recommendation but this will not be based on a fair analysis of the market. We offer this from a single provider called Vitality Health

MORTGAGES

We offer products in the following 'relevant market':

Regulated mortgage contracts that are used for a non-business purpose

We are not limited in the range of mortgages we will consider for you.

We offer a comprehensive range of mortgages from across the market, but not deals that you can only obtain by going direct to a lender

We offer an 'advised' sales service.

This means we will provide advice and make a recommendation for you after we have assessed your specific needs and circumstances.

WHAT WILL YOU HAVE TO PAY US FOR OUR SERVICES?

INSURANCE

No fee for Life Assurance, Critical Illness Cover, Mortgage Protection, Income Protection Plans, Private Medical Insurance and Buildings and Contents cover. As an intermediary we will be remunerated by the individual providers.

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

MORTGAGES

You will pay for our services on the basis of:

An initial upfront fee of £149 in order to research and complete a mortgage application. This fee will be refunded upon completion or deducted from the advice fee payable.

A fee of up to £995 payable upon completion only. We will also be paid commission from the lender which we will retain.

We will tell you how much the total fee and commission will be before you apply for a mortgage, but you may ask for this information earlier.

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

You also have the right to request an illustration for any mortgage we offer.

REFUND OF MORTGAGE FEES

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

- No refund of the fees paid.

WHO REGULATES US?

We are authorised and regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 492514.

Our permitted business is '*advising on and arranging mortgages and non-investment insurance contracts*'.

You can check this on the Financial Services Register by visiting the FCA's website m<http://www.fca.gov.uk/register/home.do>

WHAT TO DO IF YOU HAVE A COMPLAINT

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

.....in writing Complaints Department
 Camrascan House
 Isis Way, Minerva Business Park
 Peterborough
 PE2 6QR

.....Email compliance@tuto.org.uk
.....by phone 01733 235221

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by calling 0800 0234567

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 will depend on the type of business and the circumstances of the claim.

Further information about compensation scheme arrangements is available from the FSCS. Please visit www.fscs.org.uk/what-we-cover/products for up to date details.

TREATING CUSTOMERS FAIRLY CONSUMER OUTCOMES

The FCA'S Treating Customers Fairly (TCF) initiative aims to deliver six improved outcomes for retail customers, and Firms and their businesses should be focused on trying to achieve these outcomes. The outcomes are summarized below and the FCA aim to deliver these outcomes through changes in the activities of regulated Firms and their businesses.

Outcome 1: Consumers can be confident that they are dealing with firms where the fair treatment of customers is central to the corporate culture.

Outcome 2: Products and services marketed and sold in the retail market are designed to meet the needs of identified consumer groups and are targeted accordingly.

Outcome 3: Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale.

Outcome 4: Where consumers receive advice, the advice is suitable and takes account of their circumstances.

Outcome 5: Consumers are provided with products that perform as firms have led them to expect, and the associated service is both of an acceptable standard and as they have been led to expect.

Outcome 6: Consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint.

TCF Objectives Statement

We are committed to ensuring that the FCA principle of Treating Customers Fairly (TCF) is applied in all areas of our day-to-day business activities.

In adopting the TCF principle we recognise that fair treatment of our customers is about adding value to the service we offer by aiming to:

- **Provide a Client Focused Service.** We fully appreciate that the client's mortgage is likely to be their largest financial commitment undertaken
- **To help the client understand how a mortgage works and how control of their repayments is essential for money management.** Throughout our association with our clients we are committed to giving the highest standard of service and customer care both, before, during, and after their mortgage commences
- **If a client proposes to do non- investment Insurance business, we will provide Advice based on a panel of products that we have available.**
- **Meet, as best we can, the unique needs of each client** by offering a transparent, efficient and professional service, and constantly reviewing our service to identify areas for improvement

In practical terms for the different areas of our business this means:

- Ensuring that promotional material is clear, compliant, jargon free and appropriately targeted
- Ensuring that sales staff have thorough training on all products they advise on, understand who they are suitable for, and are encouraged to challenge product providers where they spot inconsistencies, ambiguities or potential unfairness in the product literature or product features
- Ensuring that 3rd parties who we deal with adopt the FCA principles.
- Operating sales remuneration systems which assure fairness to the customer as well as customer satisfaction, rather than only rewarding sales volumes
- Finding ways to encourage non sales staff to implement TCF in their day to day business activities
- Keeping detailed records of customer instructions and profile/attitude to risk, and of the advice and options given before, during and after a sale – to help ensure we treat customers fairly and can deal with any complaints that may arise swiftly and fairly
- Encouraging after sales contact with the client where appropriate to correct or improve on the service already offered

- Ensuring that customer complaints are assessed fairly, promptly and impartially, and in line with FCA deadlines and rules
- Encouraging staff to recommend improvements to service following customer complaints/recommendations/comments – and monitoring the outcome
- Ensuring that staff are kept up to date with relevant training in relation to competence, data protection and other matters directly affecting the quality of service offered to customers
- Offering regular training in the principle of TCF at all levels of the business
- Regularly monitoring and reporting on all of the above TCF activities as part of the company's monthly statistics/Management Information (MI), in order to assess TCF performance across the business and recommend changes where appropriate
- Ensuring that TCF values, which are set and communicated by Senior Management, are supported by all staff and understood in the same way

Our aim, as mortgage advisors is to provide you with excellent quality advice and service as we know that your mortgage is your largest financial commitment we will ensure that you understand exactly how both your mortgage and any related protection works, as we believe that this will help you to control all of your repayments.

- ✓ Our clients are at the heart of our business which means that at each stage of the mortgage advice process you can expect honest, transparent, efficient and professional advice and service.
- ✓ Through our fact find process we get to know you and your needs both for now and for the future. As your individual needs are at the centre of any recommendations we make, we will ensure that they are right and affordable.
- ✓ We will provide all information relevant to your mortgage needs, i.e. Main repayment methods available (For example capital and interest or interest only).
- ✓ We will provide you with all relevant documentation for your records; our recommendations will be provided to you in writing along with details of your loan and various cost comparisons where relevant. You should keep these as they are important records; they are a record of our discussions and advice given specifically to you.
- ✓ We will provide you with an ongoing service, long after your mortgage transaction has completed, providing you with a place you can call on for advice when the need arises.

Our aim is to provide you with a professional and confidential service that you will be proud to recommend to your friends, family and work colleagues.

Tuto Money Ltd Limited remains committed to **Treating all Clients Fairly**, to help save you money both during and beyond the years of your mortgage.

Jargon buster – Our guide to confusing terms

Advice - A recommendation about the most suitable mortgage for you made by an adviser who is regulated by the FCA.

Annual statement -A statement from your mortgage lender, sent every year, showing among other things what you've paid and what you still owe.

Approval in principle (AIP) - A certificate which some lenders will give you that shows the amount they will probably be prepared to lend you. This is not a guarantee, but can be helpful when signing up with estate agents. Sometimes also known as Decision In Principal (DIP).

APR -Annual Percentage Rate. This shows the overall cost of a loan, taking into account the term, interest rate and other costs, and assumes you keep the mortgage product for the full term of the mortgage, not just the initial special rate term.

Authorised firm -A firm that has permission from the FCA to carry out regulated activities.

Bank of England Base Rate- The rate of interest set by the Bank of England which affects all interest rates.

Capital -The amount you borrow.

Capped mortgage -A mortgage that has a maximum limit on the interest rate you'll have to pay during a special deal period.

Cashback mortgage - A mortgage that comes with a cash sum (often a percentage of the amount you're borrowing).

Debt Consolidation – Where debts such as credit cards & personal loans are added to a mortgage in order to reduce outgoings. But normally will increase the overall amount paid, as well as the term they are repaid over.

Discounted mortgage - This has a discounted variable rate of interest for a set period, after which the rate will increase.

Early repayment charge (ERC's) - A charge you may have to pay if you break off a mortgage deal - by paying it back early and/or moving to another lender.

Equity- The value of a property minus any outstanding mortgage and loans secured against it

Fees- Professional fees paid to advisers for locating/advising and lenders product fees. Can be paid upfront or added to the mortgage

Fixed rate - An interest rate that is fixed (i.e. it doesn't move up or down) for a set period of time.

FCA -The Financial Conduct Authority - the UK's financial watchdog.

Income multiples -The factor by which your earnings are multiplied to find out how much you can borrow.

Interest rate - The figure that determines the cost of borrowing the money, and can move up or down if it is variable.

Interest-only mortgage - As the name suggests, your monthly payment only pays the interest charges on your loan - you're not actually reducing the loan itself. This is why it's very important you regularly review your circumstances.

- **The pros:** Because you're only paying off the interest, and not the loan itself, your monthly payments will be lower.
- **The cons:** That debt is not going to go away. Throughout the life of the mortgage, you will need to ensure your plans to repay the debt are on track to repay your loan at the end of the term. If you can't repay it at the end of the term you could lose your home.

LIBOR- London Inter Bank Offered Rate- The rate of exchange at which banks lend money to each other. Some lenders use this rate to set their rates.

Loan-to-value (LTV) -The percentage of money you want to borrow compared to the cost/value of the property. (If you borrowed £90000 against a house valued at £100000, the LTV would be 90%)

Mortgage - A loan which is secured against your property.

Mortgage broker -A mortgage broker helps you understand the various mortgage types and deals available to you.

Re-mortgaging -The process of changing your current mortgage for a different one, without moving home.

Repayment mortgage -A mortgage that pays off both the home loan and the interest at the same time. Make all the payments and the mortgage will be fully repaid at the end of the term. Every month, your payments to the lender go towards reducing the amount you owe as well as paying the interest they charge. So each month you're paying off a small part of your mortgage.

- **The pros:** It's a simple, clear approach - you can see your loan getting smaller. Guarantees to pay off your mortgage if you follow the payment schedule precisely
- **The cons:** In the early years your payments will be mainly interest, so if you want to repay the mortgage or move house in the early years, you'll find that the amount you owe won't have gone down by very much.

Secured -A mortgage is a secured loan on your home; this means that if you fail to repay it, your lender may be able to repossess and sell your home to get its money back.

Stamp duty -A tax which home buyers must pay on properties above a government set figure.

Standard variable rate mortgage (SVR) -A loan at the lender's **normal** mortgage rate - i.e. without any discounts or special deals.

Sub Prime Mortgages - An event, or series of events, may have impaired your credit rating and it will be necessary to apply for a Sub Prime mortgage. These normally have a higher interest rate than Prime mortgages and may carry heavier charges.

Survey -A report on the condition of the property you are planning to buy/re-mortgage. More in-depth than a normal mortgage valuation report, and is ordered by the buyer.

Tracker mortgage -A mortgage with an interest rate that is usually linked to a particular rate that is set independently from the lender and moves up or down with it. (Usually tracks the Bank of England base rate by a set differential, but can track other indexes).

Term -The length of your mortgage.

Valuation - A brief inspection, for the benefit of your lender, of the home you hope to buy or re-mortgage. This is to make sure they are not lending more than the property is worth and that the property is suitable security for the mortgage. It will not tell you if it is a good or bad buy. For your own peace of mind, you may want to order your own survey.

TUTO MONEY LTD CLIENT AUTHORITY

I/We declare that all the information given by me/us to Tuto Money Ltd and its representative is true and accurate to the best of my/our knowledge. I/We confirm that should I/we become aware of any material changes I/we will notify Tuto Money Ltd as soon as possible. I/We acknowledge that Tuto Money Ltd will in the normal course of handling my/our enquiry and/or application(s) need to pass information about me/us to third parties including but not limited to Lender(s), Solicitor, Insurer(s), Credit Reference Agencies (Licensed) and I/we also realise that Tuto Money Ltd may need to refer my/our details to an unspecified third party and I/we consent to the same. I/We authorise Tuto Money Ltd to carry out a Credit Search on me/us at the postcodes detailed below or any other postcode provided by me/us verbally or in writing.

I/We confirm that I/we authorise Tuto Money Ltd to use post, fax and electronic mediums to process my/our enquiry/application(s).

I/We confirm by the ticking of this box that Tuto Money Ltd may use my/our information to provide me/us with information about other products and services that Tuto Money Ltd believe I/we may be interested in receiving by either telephone or mail or email. I/we understand that I/we may withdraw this consent at any time. This authority applies to Tuto Money Ltd and any associated business partners or Group Companies.

I/We confirm that I/we have received a Combined Initial Disclosure Document (CIDD) and that my/our adviser has explained the document fully and I/we have understood it. I/we also confirm that I/we have received a business card from our Adviser.

I/We can confirm that we have received a copy of our privacy statement.

I/We can confirm that we have received a TCF consumer outcome document and TCF objective statement along with a jargon buster guide.

Signed: _____ Signed: _____

Name: _____ Name: _____

Date: _____ Date: _____

Postcode 1: _____ Postcode 2: _____

Telephone: Day _____ Evening _____

Secure Email Address: _____