
keyfacts

About our mortgage services

Positive Home Loans
30 Worsley Close
Wallsend
Tyne & Wear
NE28 8TF

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?

We offer mortgages from the whole market.

We can only offer mortgages from a limited number of lenders.
Ask us for a list of the lenders we offer mortgages from.

We can only offer a limited range of mortgages from a single lender

3. Which service will we provide you with?

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 have to pay us for our services?

No fee, we will be paid by commission from the lender.

A fee of £495.00 for our mortgage advice service, payable when your mortgage completes. We will refund to you any commission we receive from the lender.

A combination of fee and commission - A fee of £195.00 payable only when the mortgage completes for sourcing and arranging your mortgage. We may also receive commission from the lender.

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

5. Refund of fees

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

A full refund.

No refund as any fee payable is on completion only.

6. Who regulates us?

Positive Home Loans is an appointed representative of Sesame Limited, Oasis Park, Stanton Harcourt Road, Eynsham, Witney, Oxon OX29 4AE which is authorised and regulated by the Financial Services Authority. Sesame Limited's FSA Register number is 150427.

Sesame Limited's permitted business is advising on and arranging mortgages.

You can check this on the FSA's Register by visiting the FSA's website <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234.

7. What to do if you have a complaint

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

...in writing Write to The Disputes Department, Sesame Limited, Independence House, Holly Bank Road, Huddersfield, HD3 3HN.

...by phone 01484 422224.

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

8. 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.

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

Further information about compensation scheme arrangements is available from the Financial Services Compensation Scheme.