

## Customer agreement

### Mortgage and protection – Terms and conditions

This agreement sets out the terms under which we will provide our services to you, so it is important that you read it fully and in conjunction with our **Customer agreement – Mortgage and protection - What we do and how we charge** document. If there is something you don't understand please ask us to explain it.

If you have a question or concern about any aspect of our services please contact us at:

- Telephone: 0116 2993000  
Email: enquiries@psafinancial.co.uk  
Website: www.psafinancial.co.uk  
In writing: PSA Financial Services Ltd, PSA House, 3 Rose Way, Blaby, Leicester, LE8 4BY

This agreement sets out our respective obligations and should be read in conjunction with the information in our **Customer agreement – Mortgage and protection - What we do and how we charge** document which has also been provided to you.

Section 4 (useful information about our services) includes details of the protections available to you under UK financial services regulation. The services we have agreed to provide and the cost for those services are shown in Section 5 (services agreed).

## 1. Our obligations

### Our recommendations

- We will confirm to you in writing the basis of our recommendations (our suitability report). We will also provide you with a European Standardised Information Sheet (ESIS) key facts illustration (KFI) which give a description of the costs and features of the mortgage / product that we are recommending.
- You may ask us to provide you with additional KFIs or ESISs for any mortgage / product for which you are eligible.

### Financial crime

- We are obliged to put in place controls to prevent our business from being used for money laundering and other forms of financial crime.

- We will verify your identity before undertaking any business with you. To do this we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning. The check may leave a 'footprint' on your credit file but it will not affect your credit rating.

### Conflict of interests

- Although we will always try to act in your best interests there may be situations where we or one of our other customers has some form of interest in the business being transacted for you. If this happens or we become aware that our interests or those of one of our other customers conflict with your own interests, we will write to you and ask for your consent to proceed before we carry out any business for you. We will also let you know the steps we will take to make sure you are treated fairly.
- We have a conflicts of interest policy. If you want to see a copy of it please ask us.

### Protecting personal information

- To provide our services properly, we'll need to collect information on your personal and financial circumstances. We take your privacy seriously and will only use personal information to deliver our services. For further details on how we process personal data, please refer to Appendix A at the foot of this document.

### Communicating with you

- Our normal ways of communicating with you are by telephone, post, e-mail, SMS text message or in person. Our communications will be in English.
- We may ask you to confirm your instructions to us in writing as this helps to avoid any future misunderstandings.
- Where you have consented for us to do so, we may contact you in the future by means of an unsolicited promotion (by telephone, email or post) should we wish to discuss the relative merits of a particular mortgage product or service which we feel may be of interest to you.

### Services offered as part of a package

Where we offer services or products as part of a package, we'll tell you whether it's possible to buy the different components separately and, if relevant disclose the costs and charges of each component. We'll also tell you if the risks resulting from the package are likely to be different from the risks associated with the individual components and explain how (if relevant) the package modifies the risk.

## 2. Your obligations

This section sets out your obligations in agreeing to receive our services.

### Providing information about your circumstances

- Our advice will be based on the information that you give so it is important that you provide us with accurate and up-to-date information when we request details about your circumstances and objectives. This will allow us to provide you with the appropriate advice. If you limit the information provided it could affect the suitability of the advice we give.

### Payment for services

- By signing this agreement you are agreeing to pay the charges for our services as set out in Section 5 (Services agreed). Your selected payment method is also confirmed in Section 5. We will tell you if any payments are subject to VAT.
- In some limited circumstances (for protection planning business) we may receive a commission payment from a product provider and the commission payment is offset against the charges you owe us for our services. If the commission payment relates to a regular contribution policy and you stop paying premiums on that policy we may be obliged to refund the commission received back to the policy provider. In such cases, we reserve the right to request the full payment of any outstanding balance of charges for our services.

### Legal and accounting advice

- We are not qualified to provide legal or accounting advice or to prepare any legal or accounting documents. This means that the onus is on you to refer any point of law or accountancy that may arise during the course of discussions with us, to a solicitor or accountant.

## 3. Cancellation and amendments

### Ending this agreement

- We may terminate this agreement by giving you at least 20 business days' written notice.
- You may terminate this agreement at any time, without penalty. Notice of termination must be given in writing and will take effect from the date of receipt.

- Any transactions already initiated will be completed according to this agreement unless otherwise agreed in writing.
- You will be liable to pay for any services we have provided before cancellation and any outstanding fees, if applicable.

## Amendments

- From time to time it may be necessary to amend the terms set out in this agreement where it's not necessary to issue a new agreement. If this is the case we'll write to you with details of the changes at least 28 business days state here the amount of notice customer will be given before they are due to take effect. Remember that where a material change is made to the agreement, for example, in relation to services or costs, we'll need to issue a new agreement.

## Product cancellation rights

- Full details of any financial products we recommend to you will be provided in the relevant product information you will receive. This will include information about any product cancellation rights along with any other early termination rights and penalties.
- Please note that there is no right to cancel a mortgage contract once the mortgage transaction has been concluded.

## 4. Useful information about our services

### Who authorises us to advise you?

- We are authorised and regulated by the Financial Conduct Authority (FCA), 12 Endeavour Square, Stratford, London, E20 1JN. [www.fca.org.uk](http://www.fca.org.uk). Our firm reference number is 231108.
- Our permitted business includes advising on and arranging non-investment insurance contracts and mortgages.
- You can check our details on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0800 111 6768.

## What if things go wrong?

- If you are unhappy with our advice or any aspect of our services, we encourage you to contact us as soon as possible. We will do our best to resolve your concerns.

Telephone: 0116 2993000

Email: [psmyth@psafinancial.co.uk](mailto:psmyth@psafinancial.co.uk)

In writing: Paul Smyth, PSA Financial Services Ltd, PSA House, 3 Rose Way, Blaby, Leicester, LE8 4BY

- We have a complaints procedure and we can provide further details on request. If you do have a complaint, and you are not happy with our response, the Financial Ombudsman Service (FOS) may be able to help. The FOS settles disputes between financial services business and their customer. Full details are available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## Additional peace of mind

- The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation fund for customers of authorised financial services firms who are unable to pay claims against them, usually because they have gone out of business.
- You may be able to claim compensation from the FSCS if we cannot meet our obligations. The amount of compensation available will depend on the type of business and the circumstances of the claim. We can provide more specific information on request, but as a guide:
  - **Mortgages** – eligible claims related to advising and arranging are covered for 100% of a claim up to a maximum limit of £85,000 per person per firm.
  - **Insurance** – in the majority of cases, eligible claims related to advising and arranging of protection products are covered for 90% of the claim, without any upper limit.
- Further information is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk).

## 5. Services agreed

Service	Tick to confirm	Details of agreed fee Any payments subject to VAT will be shown below	
Mortgage advice (see Customer agreement Mortgage and protection – What we do & how we charge for details of what this entails)		£249 Payable at outset before work by PSA is undertaken  Any fee payable to PSA from a lender in respect of a completed mortgage will be confirmed in the lender's KFI document	Y / N
Protection planning advice		Any commission payable to PSA from an insurance company for any policy going into force will be confirmed in the insurer's personalised Key Features Illustration prior to the cover going on risk	Y / N
		or Fixed fee to be paid directly by you	£
Other – specify details of work:			

## 6. Declaration

- I/We acknowledge that the customer agreement will come into effect once it has been signed by all parties and will remain in force until terminated.
- This agreement is governed, and shall be interpreted in accordance with English law and both parties shall submit to the exclusive jurisdiction of the English Courts.

Date of issue	
---------------	--

Customer name(s)	
Customer signature(s)	
Date	

Signed on behalf of PSA (Financial Services) Ltd

Adviser name	
Adviser signature	
Date	