

Regulated Mortgage Contracts Initial disclosure document for:

Merlin Financial Services Limited

Camelot House, 60 Barbourne Road, Worcester, WR1 1JA

Telephone: 01905 731315

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

Whose mortgage products do we offer.

We offer products in the following 'relevant market(s)':

- 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 and can offer you advice on both first and second charge mortgages

Please note that, where you are increasing your mortgage borrowing although we are able to advise on the following finance options that recommendation could be to approach your own Lender directly as this may or may not be more appropriate but include advice on: -

- A further advance from your existing lender
- A second charge mortgage
- An unsecured loan

Which service(s) will we provide you with?

We offer an 'advised' sales service only

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

What you will have to pay us for this service?

Advised sales

Merlin may charge you a Fee for Advising and Arranging a Mortgage, Second charge or Further Advance dependant on the amount of work required and what is agreed with you in our Service and Payment Agreement.

In addition we may be paid by commission from the lender and any such Commission will be fully disclosed in your personalised Illustration.

We may offer to you a flat fee option which will become payable either at outset or on completion and details will be discussed with your personal Adviser.

Typically this fee could be up to **£500.00** or higher if agreed, but may also be offset against any Commission we receive from the lender at the discretion of the Adviser and agreed with you at outset.

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

Commission statement

The amount of commission we will receive from the lender will always be disclosed in our Suitability Report and on your personalised illustration once agreed.

The amount of commission we will receive from the lender may vary and based on a percentage of the loan. Typically this is average across the lenders we use to be 0.3% which may be offset against our fee.

The exact amount of commission we will receive is not known to us at this stage. We will confirm the actual amount to you as part of the lending illustration we are required to obtain from the lender.

Who regulates us?

We are authorised and regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 220125.

Our permitted business is:

- Advising on regulated mortgage contracts;
- Arranging (bringing about) regulated mortgage contracts; and
- Making arrangements with a view to regulated mortgage contracts.

You can check this on the Financial Services Register by visiting the FCA's website <https://www.fca.org.uk/register> or by contacting the FCA on 0800 111 6768 (freephone) from 8am and 6pm, Monday to Friday (except public holidays) and 9am to 1pm, Saturdays.

What to do if you have a complaint

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

...in writing Write to Mr P Smith, Merlin Financial Services Limited, Camelot House, 60 Barbourne Road, Worcester, WR1 1JA

...by phone 01905 731315

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

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.

Mortgage advising and arranging is covered up to a maximum limit of £85,000.

Further information about compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).