

Equity Release Initial disclosure document for:

Merlin Financial Services Limited
Camelot House
60 Barbourne Road
Worcester
WR1 1JA
01905 731315

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

Whose equity release products do we offer?

We sell lifetime mortgages only and not home reversion plans, though we will consider all lifetime mortgages available in the market, but not deals that you can only obtain by going direct to a mortgage lender.

Which service(s) do we offer?

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.

Capturing your needs

We are committed to providing you with a service that meets your individual needs. To enable us to achieve this objective it is important that you are open and frank with us and provide us with all the necessary information that we will need to deliver a service that reflects your needs. This will enable us to identify if any products we offer meet with your personal circumstances. It will also help us to identify any specific needs regarding the methods by which we deliver our services to you. For example, if you need information in large font due to sight difficulties, we can provide you with that.

Further information on how we collect and use your personal data is set out in the separate Data Privacy Notice that we have issued to you.

What you will have to pay us for this service?

Advised sales

A flat fee of £500 will become payable on completion. In addition, we will retain any commission paid by the lender.

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

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

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

Refund of fees

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

No refund.

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 and arranging regulated equity release transactions. However, we only advise on and arrange lifetime mortgages'.

You can check this on the Financial Services Register by visiting the FCA's website <http://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 Ltd. 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.

Equity release 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)