

# Scope of Services Document

## Our Ethical Policy

We are committed to treating customers fairly and to providing the highest standard of service possible. The interest of our customers is paramount to us and to achieve this, the principle of fairness is embedded throughout the firm and its culture.

## This document explains the products and level of service that we offer

1. Norton Finance Loans who offer second charge secured loans.
2. Norton Finance Mortgages who offer first charge mortgages.

## Norton Finance Loans offers:

Secured loans – We offer secured loans from a large panel of 19 lenders. Please find attached a list of our current panel of lenders.

We will provide you with advice and make a recommendation on a suitable loan product on your behalf after an assessment of your personal circumstances and requirements.

## Our Service

We will search our lending panel and advise you of the most suitable lending option for your circumstances. This will often be the cheapest rate from the lending options that meet your needs.

Our goal is to ensure you have the best possible lender for your needs and that we process your application as quickly and efficiently as possible



## Complaint

If you wish to register a complaint, please write to:

The Complaints Department,  
Norton Finance and Mortgages limited,  
Portland house  
Mansfield Road  
Rotherham  
South Yorkshire  
S60 2DR  
or telephone 01709 518518

**A summary of our internal complaints handling procedure is available on request. If we cannot settle your complaint you may be entitled to refer it to the Financial Ombudsman service.**

**Norton Finance Loans and Norton Finance Mortgages are trading styles of Norton Finance and Mortgages Limited who is authorised and regulated by the Financial Conduct Authority (FCA). Norton Finance and Mortgages Limited is a credit intermediary. The FCA regulates financial services in the UK and you can check our authorisation and permissions on the Financial services register by visiting the FCA's website [www.fca.org.uk/firms/system-reporting/register](http://www.fca.org.uk/firms/system-reporting/register) or by contacting the FCA on 0800 111 6768. Our Firm Reference number is 589554.**