

# 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.

## Our Service

We will search our lending panel and advise you of a suitable lending option for your circumstances. 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. If we make a referral to another company, they will be responsible for any advice or recommendation they provide you with.

## Norton Finance Loans offers:

Secured loans: We offer secured loans from a large panel of 16 lenders. Please find attached a list of our current panel of lenders.

We do not offer deals that you can only obtain by going direct to a lender. 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.

## The cost of our services:

Secured loans: There are no hidden fees added to your loan agreement, the fee we charge can be included in the repayment figure we give you and the APR for total transparency. We will charge a broker fee up to a maximum of 12.5% of the amount you borrow, payable on completion of the loan, for our services, for example, based on a loan of £15,000 we may charge you a fee of up to £1875.00. The fee is subject to a minimum of £300 and will be capped at a maximum of £4950.

The fee is payable on completion of the loan advance. This fee can be added to your loan unless you wish to pay this fee separately from your own funds.

We will also receive commission from the lenders. Details of the levels of commission paid by each lender are available on request. Should you require details of the commission levels paid please ask for a copy of this information from your adviser. Any commission received will not be offset against any fees.

Norton Finance Loans may pay on a percentage of the commission and fee to their Intermediaries.

## Alternative Finance Options:

We will tell you that alternative finance options may be available and more appropriate for example a further advance from your existing lender, a new first charge mortgage or an unsecured loan.

If Norton Finance Loans considers that a secured loan is not in your best interests then we may make an 'introduction' to Norton Finance Mortgages to consider a re-mortgage.

## Norton Finance Mortgages offer:

Mortgages: We only offer mortgages from 17 lenders. Please find attached a list of our current panel of lenders.

We do not offer deals that you can only obtain by going direct to a lender. We will provide you with advice and make a recommendation on a suitable mortgage product on your behalf after an assessment of your personal circumstances and requirements.

## The costs of our services:

Mortgages: We will charge a broker fee of up to 2% of the amount borrowed subject to a minimum of £1000 and a maximum of £2500. For those customers requiring a specialist lender we will charge 12.5% of the amount borrowed with a minimum of £2500 and a maximum of £4950. Some specialist lenders do cap their fees lower than our maximum.

The fee is payable on completion of the mortgage. This fee can be added to your mortgage unless you wish to pay this fee separately from your own funds.

We will also receive commission from the lenders. Details of the levels of commission paid by each lender are available on request. Should you require details of the commission levels paid please ask for a copy of this information from your adviser. Any commission received will not be offset against any fees.

Norton Finance Mortgages may pay on a percentage of the commission and fee to their Intermediaries.

## Alternative Finance Options:

We will tell you that alternative finance options may be available and more appropriate - for example a further advance from your existing lender, a secured loan or an unsecured loan. If Norton Finance Mortgages considers that a mortgage is not in your best interests then we may make an 'introduction' to Norton Finance Loans to consider a secured loan.

## Complaints

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

The Complaints Department  
Norton Finance and Mortgages Limited  
Norton 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: [www.fos.org.uk](http://www.fos.org.uk)

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/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0800 111 6768. Our Firm Reference number is 589554.