



aFinancial
*Mortgages made
simple*



Our Mortgage and Insurance Proposition

aFinancial

aFinancial
Quayside Tower
Broad Street
Birmingham
B1 2HF

Tel: 01212962518
enquiries@afinancial.co.uk
www.aFinancial.co.uk

About us

At aFinancial you will find qualified professional advisers who follow some key principles:

- We will be open, honest and straightforward with you at all times
- We will build a long-term relationship with you and your friends
- We will understand your needs and circumstances before we advise you
- We will recommend suitable products and services that you can afford
- We will access a wide range of products to enable us to meet your individual needs

Mortgages

Whose products do we offer?

We offer a comprehensive range of mortgages from across the market, but not deals that you can only obtain by going direct to the lender.

Which service will we provide you with?

We will advise and make a recommendation for you on mortgages after we have assessed your needs.

You may request an illustration from us for any regulated mortgage contract we are able to offer you whenever we provide you with information specific to the amount you want to borrow following assessment of your needs and circumstances.

What will you have to pay us for our services?

A fee of £799 is payable on completion. For example on a £100,000 mortgage, this would equate to a fee of £799. We will then deduct any commission from the lender and you will pay the balance. This will be £99 typically. We will also charge an additional fee of £399 where we feel extra work is needed such as residential interest only, debt consolidation and complex income cases. For international and foreign national cases a fee of £499 is payable. All fees are agreed in advance. We will also receive commission from the lender.

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

Our refund policy for mortgage fees

If we charge you a fee and your mortgage does not go ahead, you will receive:
A full refund if the lender does not accept your application because of your personal circumstances

Insurance

Whose products do we offer?

☐ We offer products from a range of insurers.

☒ We can only offer products from a limited number of insurers for life assurance, critical illness cover, income protection, buildings and contents insurance, and accident, sickness and unemployment insurance. Ask us for a list of insurers we offer insurance from.

☒ We can only offer products from MetLife UK for cash lump sum accident protection.

Which service will we provide you with?

☒ We will advise and make a recommendation for you after we have assessed your needs.

☐ You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

What will you have to pay us for our services?

☐ A fee

☒ No fee

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

For whole of life and term pure protection insurance (life and critical illness cover) we are paid by commission from the insurer. This means that if you purchase one of these products we will receive commission in addition to any fee indicated above and in addition to any adviser charges / fees you may have been or will be paying Openwork for investment-related services. The amount of commission will be disclosed separately should you purchase one of these protection products.



Who regulates us?

We are an appointed representative of Openwork Limited, Washington House, Lydiard Fields, Swindon, SN5 8UB, which is authorised and regulated by the Financial Conduct Authority. Openwork Limited's Financial Services Register number is 408285.

Openwork Limited's permitted business is advising on and arranging mortgages, general and pure protection insurance and life insurance, pensions and investments. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

Loans and ownership

Allied Zurich Holdings Limited ("AZH") holds 25% of the ordinary shares in Openwork Holdings Limited. AZH is ultimately owned by Zurich Insurance Group Limited ("ZIGL"). ZIGL is incorporated in Switzerland and also owns Zurich Assurance, Zurich Insurance and Sterling ISA Managers Limited.

What to do if you have a complaint

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

...in writing

Write to: Complaints Management Team, Openwork Limited, Washington House, Lydiard Fields, Swindon, SN5 8UB.

...by phone

Telephone 01793 567800

Information about our internal complaints handling procedures is available free of charge, on request from the Complaints Management Team.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Ask us for a leaflet or contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Phone: 08000 234 567 or 0300 123 9123
Email: enquiries@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Mortgages

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

Further information about compensation scheme arrangements is available from the FSCS.

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DATA PROTECTION

This leaflet tells you how we use the information you give us and how we protect your privacy. It also explains your rights under the Data Protection Act

Collecting Information and Protecting Your Privacy

Our aim is to offer advice that helps you plan your financial future. To provide such advice, we need to know about your personal situation and may request sensitive and private information about you, for example, your income, current financial arrangements, health, family commitments and any legal proceedings you may be involved with. Much of the information you provide will, as part of your application, be passed to the company whose products you apply for.

Openwork is committed to protecting your privacy and, as we would like you to be a lifetime client, we need to earn your trust and assure you that we will keep your personal information confidential and secure and only keep it for as long as is necessary. We will use it with care and it will only be shared with your consent and in the ways explained in this leaflet, or if we are required to by Law or our Regulator.

Your personal information will only be held for as long as necessary and collected for the purposes of providing advice in respect of the range of products and services outlined in the Initial Disclosure Document (IDD) provided by your Adviser. In addition, we will make every effort to ensure that the information you provide is recorded accurately and that it is only passed to companies who comply with the Data Protection Act. We will not send your information abroad without ensuring its security and will ensure you are able to exercise your rights to access your personal information under the Data Protection Act.

Controlling and using your personal information

A Data Controller is someone who determines the purposes for which and the manner in which your personal data should be processed. Openwork, its Appointed Representatives and the companies whose products you buy are all Data Controllers.

We use your information in a variety of ways:

- To introduce you to a range of products and services offered by the companies we are associated with (or may be associated with in the future).
- To help with administration.
- To contact you with details of changes to products you have bought.
- For business analysis and research.
- For marketing products and services we think may be suitable for you (unless you ask us not to send you this information).
- To comply with the Law and/or our Regulator's requirements.
- To verify your identity by searching publicly available records held by credit reference agencies.
- To prevent fraud and money laundering, we may pass your details to other companies, public bodies including the police or to an insurer's database. Insurance companies can search databases for any relevant information that exists about you.

Your health details

If you apply for some types of insurance (e.g. life insurance, pensions, sickness etc) you will be required to provide details of your health.

Your Adviser will have access to your medical details unless you prefer to complete a medical statement of health in private. If this is the case, please send it with your application marked for the attention of the "Consultant Medical Officer" in a sealed envelope.

Mortgage Credit Checking

If you apply for a mortgage your information will be passed to the lender, who will carry out a credit check. You will also have to provide details of any criminal convictions you may have had. These details will be passed to the lender to carry out any necessary checks.

Marketing and Sharing Your Information

The information you give us will be added to any other details we hold about you. Openwork will never sell your details to a third party, but we may share your information with carefully selected companies we are associated with. Therefore, we (or they) may contact you (by mail, email, telephone or other appropriate means) to tell you about products, services or offers we believe may interest you. The products and services may not be related to financial services. You can ask us not to contact you for this reason, at any time, by writing to us at our Head Office. This will not affect your relationship with your Adviser.

We may have to pass your details to another Adviser if, for example your Adviser is ill or you need advice in a different product area. If your Adviser leaves we may pass your details to another Adviser so that we can continue to provide you with a high standard of service.

We may send your information to third parties that are carrying out work on our behalf.

How to get more information

If you would like further details on how we use your personal information or if you have any data protection queries, please write to:

The Data Protection Officer
Openwork Limited
TriCentre 3
New Bridge Square
Swindon
SN1 1HN

You may receive more information about data protection from the companies that we have introduced you to.

We may record telephone calls so we can check we have acted on your instructions correctly and to ensure we are giving you appropriate service. We may also monitor calls for security and training purposes.

Your Data Protection Rights

You have certain rights under the Data Protection Act . These include the right to:

- Ask for a copy of your personal information. There may be a charge for this, which is currently £10.
- Stop us sending you marketing material about products and services.
- Have any incorrect information we hold about you corrected.

Treating Customers Fairly (TCF)

The Senior Management of aFINANCIAL are committed to ensuring that the FSA principle of treating customers fairly (TCF) is applied in all areas of our day to day business activities.

In adopting the TCF principle we recognise that fair treatment of our customers is about adding value to the service we offer by aiming to:

- protect the interests of our customers at each stage of the product life cycle, from promotion right through to after sales service
- meet as best we can the unique needs of each customer by offering a transparent, efficient and professional service, and constantly reviewing our service to identify areas for improvement

In practical terms for the different areas of our business this means:

- ensuring that promotional material is clear, compliant, jargon free and appropriately targeted
- ensuring that sales staff (both on and off-site) have thorough training on all products they advise on or sell, understand who they are and aren't suitable for, and are encouraged to challenge product providers where they spot inconsistencies, ambiguities or potential unfairness in the product literature or product features
- operating sales remuneration systems which assure fairness to the customer as well as customer satisfaction, rather than only rewarding sales volumes
- finding ways to encourage non sales staff to implement TCF in their day to day business activities
- keeping detailed records of customer instructions and profile/attitude to risk, and of the advice and options given before, during and after a sale – to help ensure we treat customers fairly and can deal with any complaints that may arise swiftly and fairly
- encouraging after sales contact with clients where appropriate to correct or improve on the service already offered
- ensuring that customer complaints are assessed fairly, promptly and impartially, and in line with FSA deadlines and rules
- encouraging staff to recommend improvements to service following customer complaints – and monitoring the outcome
- ensuring that staff are kept up to date with relevant training in relation to competence, data protection, anti money laundering and other matters directly affecting the quality of service offered to customers
- offering regular training in the principle of TCF at all levels of the business
- regularly monitoring and reporting on all of the above TCF activities as part of the company's monthly statistics/MI, in order to assess TCF performance across the business and recommend changes where appropriate
- ensuring that TCF values, which are set and communicated by Senior Management, are supported by all staff and understood in the same way

When dealing with Clients we will

- ensure we fully disclose our status and the range of products and services we can offer with any fees payable
- undertake detailed fact finding to enable us to consider the wider and longer term financial concerns, aims and objectives in addition to your immediate needs
- use our expertise to recommend solutions which meet your needs; taking care to check details and explain any risks or limitations.
- Respond promptly to queries or concerns you may have
- agree with you what follow up service you require and ensure we deliver against that.

Mortgage Product Provider List

July 2016

Lenders that we deal with directly	Lenders that we deal with thorough a specialist packager
Accord Mortgages	Axis Bank (available through TBMC)
Aldermore	Bank of China (available through SMS)
Bank of Ireland	Bluestone Mortgages (available through SMS)
Barclays	Buckinghamshire Building Society (available through SMS)
BM Solutions	Chorley Building Society (available through Buildloan)
Clydesdale Bank	Darlington Building Society (available through TBMC)
Coventry Building Society	Dudley Building Society (available through SMS)
Fleet Mortgages	Foundation Home Loans (available through SMS)
Halifax	Hanley Economic Building Society (available through TBMC)
Kensington Mortgages	Hinckley & Rugby Building Society (available through SMS)
Kent Reliance	Magellan Home Loans (available through SMS)
Leeds Building Society	Manchester Building Society (available through TBMC)
Metro Bank	Mansfield Building Society (available through SMS)
Mortgage Trust	Market Harborough Building Society (available through TBMC)
Nationwide Building Society	Melton Mowbray Building Society (available through Buildloan)
NatWest	Monmouthshire Building Society (available through Buildloan)
Newcastle Building Society	National Counties Building Society (available through SMS)
Paragon Mortgages	Norwich & Peterborough Building Society (available through TBMC)
Precise Mortgages	Nottingham Building Society (available through TBMC)
Principality Building Society	Platform (available through TBMC)
Progressive Building Society	Saffron Building Society (available through TBMC)
Santander	Shawbrook Bank (available through TBMC)
Scottish Widows Bank	Shephshed Building Society (available through TBMC)
Skipton Building Society	The Family Building Society (available through SMS)
The Mortgage Works	The Mortgage Lender (available through SMS)
TSB	Together Mortgages (available through SMS)
Ulster Bank	
Virgin Money	