

keyfacts

about our services



GE Money
Lending Solutions

Kernow House
Gas Hill
Newham
Truro
Cornwall
TR1 2XP

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?

Insurance

- We offer products from a range of insurers
- We only offer products from a limited number of insurers for Mortgage Payment Protection Insurance
Ask us for a list of the insurers we offer insurance from.
- We only offer a product from a single insurer Royal & Sun Alliance Insurance plc for Buildings Insurance and Prudential plc for Life Assurance and Critical illness.

Mortgages

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders.
- We only offer a limited range of the mortgages from a single lender GE Money Home Lending Limited.

3. Which service will we provide you with?

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for Mortgage Payment Protection Insurance and Buildings Insurance, and Life Assurance & Critical Illness Cover.
- You will not receive advice or a recommendation from us for Mortgage Payment Protection Insurance, Buildings Insurance and Life Assurance & Critical Illness Cover. 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.

Mortgages

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- 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.

4. What will you have to pay us for our services?

Insurance

- A fee
 No fee

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

Mortgages

- No fee
 A fee of 2.5% of your loan amount, a minimum of £1000 up to a maximum of £3500, is payable only when your mortgage completes. For example, on a loan of £75,000, the fee payable would be £1875

We will also be paid commission from the lender on completion of the mortgage contract. The amount of commission will depend on the mortgage product; this ranges from 1% to 3% of the loan amount. The average commission we receive is 1.25%. For example, on a loan of £75,000 with 1.25% commission level we will receive £937.50 from the lender.

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

5. Who regulates us?

GE Money Lending Solutions is an appointed representative of GE Money Home Lending Limited, Malvern House, Croxley Business Park, Watford, Hertfordshire, WD18 8YF which is authorised and regulated by the Financial Services Authority. GE Money Home Lending's FSA Register Number is 304175

GE Money Home Lending's permitted business is advising on and arranging mortgages and insurance mediation activities.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

6.

GE Money Lending Solutions Limited is indirectly owned by GE Capital Corporation, which also indirectly owns Financial Insurance Company Limited and Financial Assurance Company Limited.

7. What to do if you have a complaint

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

- | | |
|---------------|---|
| ...in writing | Write to: GE Money Lending Solutions, Complaints Department, Kernow House, Gas Hill, Newham, Truro, Cornwall, TR1 2XP |
| ...by phone | Telephone: 01872 262222 |

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

8. 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 depends on the type of business and the circumstances of the claim.

Insurance

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

Mortgages

Mortgage advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

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