

# Client Agreement Buy-to-Let Mortgages



Ideal Financial Solutions Ltd,  
50a Willis Way,  
Poole,  
Dorset,  
BH15 3SY

## 1. INTRODUCTION

**This agreement sets out the terms under which our buy to let mortgage services are to be provided, including details of the specific services and a summary of our charges for those services.**

Ideal Financial Solutions Ltd is able to act on your behalf in advising you on consumer and/or business buy-to-let mortgages.

We offer you an initial discussion (without charge) at which we will describe our services more fully and explain the payment options. Following our initial discussion, should you decide to go ahead there is a cost for our advice and services.

**Please note that unlike most mortgage advice, the advice given on buy to let mortgages is not regulated by the Financial Conduct Authority (FCA).**

## 2. OUR SERVICE

The services that you have selected and the charges for those services are confirmed in Section 9 - Your Consent at the end of this agreement. We agree to provide the services selected and you agree to pay us for those services.

Any advice or recommendation that we offer to you, will only be given after we have assessed your needs and objectives. We will also take into account any restrictions that you wish to place on the type of products you would be willing to consider.

## 3. COMMENCEMENT

This agreement shall commence once it has been signed by all parties and shall remain in force until terminated in accordance with Section 6 – Cancellation below.

## 4. Our Services and how we charge for them

For any aspect of our services all actual charges and fees will be fully disclosed to you. We will not charge you until we have discussed your payment options and agreed with you how we are to be paid. We will also let you know if there are any other costs that might arise in connection with the services we provide to you.

Our charges/fees will be VAT exempt unless the work we provide for you only involves advice and/or preparing a report, in which case VAT may be applicable. We will always tell you if you have to pay VAT before we undertake any work for you.

Our buy-to-let mortgage services are designed to provide you with the best buy to let mortgage solution for your needs.

We are not limited in the range of buy-to-let mortgages we will consider for you.

Our buy-to-let mortgage services are paid by:

- A combination of fee and commission from the mortgage lender

#### **Paying by a combination of fee and commission from the lender**

We charge a fee of £795. We may receive commission from the buy-to-let mortgage lender, which will be disclosed on the mortgage illustration you will receive in relation to your chosen buy-to-let mortgage, in addition to the fee we have charged you. We will not refund any commission paid to us by the lender to you, or offset your fee with any commission we may receive.

<b>Example based on a £100,000 buy-to-let mortgage application</b>
<ul style="list-style-type: none"><li>• Commission = £340</li><li>• £795 (our fee) + £340 = £1,135</li></ul>



You will receive a mortgage illustration when considering a particular buy-to-let mortgage which will tell you about any fees relating to it.

#### **If we charge you a fee, and your buy-to-let mortgage does not go ahead, you will receive:**

No refund if we have carried out a credit search, research, reviewed product options and/or sourced a suitable buy-to-let mortgage provider.

## **5. OUR OBLIGATIONS**

### **Recommendations**

We will confirm to you in writing the basis of our recommendations. We will also provide you with a mortgage illustration which is a personalised description of the costs and features of the buy-to-let mortgage that we are recommending.

### **Anti-money laundering**

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

### **Conflict of interests**

We will endeavour always to act in the best interests of you our client. However, circumstances can arise where we or one of our other clients may have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interests, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

### **Communicating with you**

We may communicate with you by telephone, post, e-mail or in person. In certain circumstances, we may ask you to confirm any instructions in writing prior to implementation. All our communications with you will be in English (unless agreed otherwise).

## 6. CANCELLATION

### Termination of this Agreement

You or we may terminate this agreement and our authority to act on your behalf at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated which will be completed according to this agreement unless otherwise agreed in writing. You will be liable to pay for any services provided prior to termination and any fees outstanding, if applicable.

### Product cancellation rights

There is **no right** to cancel a mortgage contract once the mortgage transaction has been concluded.

## 7. HOW YOU ARE PROTECTED

### Complaints

If you are dissatisfied with a recommendation we have made, you are entitled to make a complaint. We have a complaints procedure that is available on request. If you wish to register a complaint, please contact us:

**In writing:** The Compliance Officer, Ideal Financial Solutions Ltd, 50a Willis Way, Poole, Dorset, BH15 3SY

**By phone:** +44 (0)1202 916488

**By e-mail:** [info@idealfinancialsolutions.co.uk](mailto:info@idealfinancialsolutions.co.uk)

Please be assured we treat complaints seriously.

### Consumer buy-to-let mortgages

If you take out a consumer buy-to-let mortgage, for your further protection, if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service ('FOS'). Full details of the FOS can be found on its website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

### Business buy-to-let mortgages

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

### Financial Services Compensation Scheme

As both consumer and business buy-to-let mortgages are not regulated by the Financial Conduct Authority, you will not have any recourse under the Financial Services Compensation Scheme.

### Client money

We are not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of a service for which we have sent you an invoice) or handle cash.

## 8. GENERAL

### Jurisdiction

This agreement is governed by and should be interpreted in accordance with English law and you agree to submit to the non-exclusive jurisdiction of the English Courts.

### Legal and accounting advice

Neither our firm nor our employees are qualified to render legal or accounting advice or to prepare any legal or accounting documents. It is hereby understood and agreed that the onus is on you, the client, to refer to a solicitor or accountant any point of law or accountancy that may arise during the course of discussions with us.

**Direct mortgage deals**

We advise on mortgage products from the whole of the market. This means that we source the recommended mortgage from the range of mortgages available to “intermediary” firms. Certain lenders may offer products directly to the public, rather than via an intermediary firm, with more favourable terms. Accordingly our recommendation to you will be based on the most suitable mortgage product incorporated within the range available to intermediary firms.

**9. YOUR CONSENT**

**This is our standard client agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information. This client agreement replaces any previous agreements and understandings we have with you, and will only be modified where confirmed in writing.**

I/We acknowledge that the client agreement will come into effect once it has been signed by all parties.

**Services & Charges agreed**

Initial Service	Tick to confirm	Details of agreed fee	
Advice relating to buy to let mortgages	✓	Pay by commission	Y
	✓	Agreed fee to be paid directly by you	£795.00

Date of issue	
Client name(s):	
Client Signature(s):	
Date:	