

# EUREKA

FINANCIALSOLUTIONS®



Our Mortgage and Insurance Proposition



*Trade names of Eureka Financial Solutions®*

**MELROSE**  
MORTGAGESOLUTIONS

**FOXALL**  
FINANCIALSOLUTIONS



[www.eurekafs.co.uk](http://www.eurekafs.co.uk)

## About us

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Eureka Financial Solutions was established in 2005 and offers both Financial and Mortgage Advice. We have a Network of friendly, fully qualified advisers covering the whole of the UK. The team offer individual face-to-face advice, delivering a first class service helping clients achieve their financial goals. All the advisers maintain their qualifications through yearly assessment and follow the Eureka ethos of "treating our clients fairly". We provide a confidential, professional advisory service of the highest quality to all our clients, understanding that the right financial solution has to be flexible to adapt to changes throughout your life.

## Treating Our Customers Fairly

To deal openly and honestly at all times and behave with confidentiality, to give you correct advice and information to enable you to make informed decisions, and to honour any promises and representations we make.

## Mortgages

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### Whose products do we offer?

We can access a range of mortgages from over 50 of the UK's best-known lenders (shown on the list I have given you), but not deals that are only available directly from lenders. However we do get access to Exclusive deals available through Openwork that you may not get by going direct to the lender.

If you are purchasing a property with the help of a shared equity loan, our advice will also cover the shared equity second charge. However, we do not advise on any other second charge mortgages. If you need a second charge mortgage we will refer you to Enterprise Finance, a master broker for second charges, who will be able to advise you.

### Which service will we provide you with?

We will advise and make a recommendation for you on a first charge mortgage 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 between 0% and 2% of the loan for a mortgage, payable by completion. For example a fee of 2% on a £100,000 mortgage would equate to £2,000. The total fee will be based on your personal circumstances, employment record and credit history. We will provide you with written confirmation of your fee prior to the commencement of any chargeable activity.

If you would like to know the range of commission payable from our lenders, please ask me for a list. You will receive an illustration when considering a particular mortgage, which will tell you about any fees relating to it. It is important that you read and understand the illustration.

## Mortgages Continued...

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### Alternative finance options

If you are looking to increase borrowing secured on a property that you already have a mortgage on, the following alternative finance options may be available and may be more appropriate:

- A Further Advance from your existing lender
- A Second Charge
- An Unsecured Loan

Openwork does not offer advice on Unsecured Lending or Second Charges.

### 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 less £100 if the lender does not accept your application because of your personal circumstances or if you decide not to proceed after the application has been submitted.

## Insurance

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### Whose products do we offer?

X	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 and 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.
X	You will not receive advice or 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?

X	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 charge/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?

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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/rms/systems-reporting/register](http://www.fca.org.uk/rms/systems-reporting/register) or by contacting the FCA on 0800 111 6768.

### Buy to Let

A Buy to Let mortgage taken out for the purpose of business is not regulated by the Financial Conduct Authority (FCA).

### 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 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](mailto:enquiries@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://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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## Eureka Financial Solutions

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