



about our services and costs



1 Upper Croft Road
Holywood
BT18 0HJ



Intrinsic Customer Promise

We will always treat you fairly. You can expect in all our dealings with you that we will:

- treat you as we ourselves would expect to be treated
- never take advantage of you
- be open and honest
- quickly put right any mistake that we make.

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is designed by the FSA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

Insurance

- We offer products from a range of insurers.
- We can only offer products from a limited number of insurers for life and critical illness insurance, buildings and contents insurance or mortgage payment protection insurance. Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

Mortgages

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders.
- We only offer mortgages from a single lender.

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 life and critical illness insurance, buildings and contents insurance or mortgage payment protection insurance.



You will not receive advice or a recommendation from us for private medical insurance. 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



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.

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

Insurance



A fee.



No fee for life and critical illness insurance, buildings and contents insurance or mortgage payment protection insurance.

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

Mortgages



No fee. We will be paid by 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.

5. Who regulates us?

Croft Mortgage Services is an appointed representative of Intrinsic Mortgage Planning and Intrinsic Financial Planning Ltd, Wakefield House, Aspect Park, Pipers Way, Swindon, SN3 1SA which is authorised and regulated by the Financial Services Authority. The FSA Register Number is 440703 (Intrinsic Financial Planning Ltd) and 440718 (Intrinsic Mortgage Planning Ltd).

The permitted business is advising on and arranging mortgages, general insurance and life insurance.

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. Loans and ownership

Sanlam Netherlands Holdings BV owns 25% of the ordinary share capital of Intrinsic Financial Services Limited. Friends Provident Life and Pensions Ltd owns 19% of the share capital of Intrinsic. Bank of Scotland has provided Intrinsic with a loan facility of £2.5m, £0.75m of which has been utilised.

7. New Star Investment Funds and Uinsure

We have developed four funds in conjunction with New Star that are available through some of our product providers. The funds are available as part of the full fund range offered by those providers.

As part of our arrangement with New Star, they will pay us a sponsorship fee of up to 0.5% per annum of the Net Asset Value of the New Star Intrinsic Funds. The fee that we receive is part of the Annual Management Charge and is included in the Total Expense Ratio (TER) of each fund. This means that the fee is not an additional charge to you on top of the other charges that will be disclosed to you.

Intrinsic has a long-term capital sharing arrangement in place with Uinsure Limited, which may result in future payments being made by Uinsure Limited to Intrinsic.

8. What to do if you have a complaint

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

In writing: Write to Compliance Department, Intrinsic Mortgage Planning Ltd, Wakefield House, Aspect Park, Pipers Way, Swindon, SN3 1SA.

By phone: Telephone 01793 647400.

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

9. 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.

Terms of Business

This document sets out the terms of business between Intrinsic Financial Services and its clients.

Investment Advice and Recommendations

Any investment advice your adviser provides will be based on your personal financial objectives. We will confirm these objectives, and the reasons for each recommendation in a "Reason for Recommendation" letter. If you have asked for any restrictions on the types of investment or the markets you wish to invest in, these will be confirmed in the Reason for Recommendation letter.

Your Duty of Disclosure

It is your responsibility to provide complete and accurate information to insurers when you take out an insurance policy. It is important that all statements made on the proposal form, or on any additional documentation are full and accurate. Please be aware that if you fail to disclose any relevant information, or any change of circumstances to your insurer then any claim may not be paid. We strongly recommend that the information you provide is checked thoroughly prior to submission.

Acting in your Best Interests

If any material interest or conflict of interest should arise in business that we are arranging for you, we will let you know and ask for your consent before we carry out your instructions.

Your Rights and Client Classification

The FSA has rules which affect the rights you have as a customer.

We classify all our individual customers as 'retail' customers. As a retail customer you have rights under the Financial Ombudsman Service and the Financial Services Compensation Scheme (FSCS). These are set out in the Initial Disclosure Document – "What to do if you have a complaint" and "Are we covered by the Financial Services Compensation Scheme" sections. We have internal complaint handling procedures available – ask us if you would like a copy.

There are other classifications of customer that don't have these rights. These are "professional" customers - such as listed companies, local authorities and larger partnerships or trusts. Also "eligible counterparties" (e.g. national governments and other state bodies, banks or regulated financial services firms).

If you'd like to know how you would be classified please write to Intrinsic Financial Services Ltd Compliance Department, Wakefield House, Aspect Park, Pipers Way, Swindon, SN3 1SA or to the Financial Ombudsman Service and FSCS.

These Terms of Business will apply from 1/12/2007 and will remain valid until further notice. We reserve the right to change them or anything in them at any time. Either we or you can end them at any time, without penalty and this will not affect any outstanding transactions being carried out on your behalf.

Data Protection Act 1998

The personal information you provide will assist your financial adviser in offering you the best advice as required by the Financial Services and Markets Act 2000. The personal data you provide will be used and stored in accordance with the Data Protection Act 1998. You have a right to access all the personal information that Intrinsic Financial Services holds about yourself. To receive this we must receive a written request including a £10.00 fee made payable to Intrinsic Financial Services.

Client Money

We do not handle Client Money. We never handle cash and will not accept a cheque made out to us (unless it is a cheque in settlement of monies owed to us).

Governing Law

This agreement shall be governed and construed in accordance with the laws of England and Wales. In relation to any dispute, the client irrevocably agrees to submit to the non-exclusive jurisdiction of the English courts.