



## Scope of Services

This document is issued on behalf of Positive Lending (UK) Limited of Positive Lending, Positive House, GP Centre, Yeoman Road, Ringwood, Hampshire BH24 3FF whom can be contacted on 01202 850 830.

Positive Lending is a trading style of Positive Lending (UK) Limited.

### Authorisation Statement

Positive Lending (UK) Limited is Authorised and Regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register).

Positive Lending is authorised and regulated to arrange and advise on regulated mortgage contracts.

Certain mortgage contracts are not regulated by the Financial Conduct Authority. We will advise you as early as possible if your proposed loan is not regulated by the Financial Conduct Authority.

The Financial Services and Markets Act 2000, requires that we explain the main aspects of the way we operate, and how this affects you, the client.

### Market Sectors

Our market sectors include:

- Regulated mortgage contracts including first and second charge mortgages, bridging finance and retirement interest only mortgages but excluding equity release contracts.
- Regulated and un-regulated Buy to Let mortgages including first and second charge mortgages and bridging finance.
- Commercial and Development finance including first and second charge mortgages and bridging finance.

### Our Service

After an assessment of your personal circumstances and requirements, we advise and recommend mortgages from a wide range of lending institutions including some only available through intermediaries but do not advise on direct access only products.

Positive Lending is a whole-of-market mortgage intermediary. Short-term mortgages are typically defined by loan terms equal to or less than 12 months.

Positive Lending is a limited panel term residential and consumer buy-to-let mortgage intermediary. We are able to offer residential mortgages for business purposes but from a limited panel.

Positive Lending also offer access to commercial mortgages, development finance and mezzanine finance – most of these applications are not regulated by the Financial Conduct Authority. We will advise you as early as possible if your proposed loan is not regulated by the Financial Conduct Authority.

Where you are capital raising, we advise you assess alternative products i.e. unsecured loans or a further advance.



## Our Fees

Positive Lending will normally receive a procurement fee for arranging your borrowing. This may be set as a percentage of the amount borrowed or a fixed sum. Full details will be disclosed on your Mortgage Illustration or heads of terms document depending on the type of borrowing we are helping arrange.

Details of our lending panel and commissions paid by each lender is available, please speak to one of our advisors on 01202 850 830. We are required to disclose the nature of commissions received in advance. While commission varies from lender to lender and product to product they are contractual and do NOT vary based on volumes of business we submit. This means we have no ability to influence the commissions paid and the amount of commission paid does not impact on the cost of borrowing to you.

We may charge you a fee for our service. If we charge a fee for our service this will be disclosed to you in our Disclosure of Fees document, on your Mortgage Illustration or heads of terms document depending on the type of borrowing.

Where applicable we will ask you to complete and sign a fee agreement before you commit to any form of borrowing. We generally charge an administration fee at the point of an application being submitted and the balance on offer or completion. For business interruption loans this fee will only be levied when the lender has indicated that they are happy to proceed. Once charged this fee is non-refundable.

## What if you have a complaint?

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

- In writing: Positive Lending, Positive House, GP Centre, Yeoman Road, Ringwood, Hampshire BH24 3FF,
- Via email: [alec.wimbleton@positivelending.co.uk](mailto:alec.wimbleton@positivelending.co.uk),
- Or by telephone: 01202 850 830.

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

## Contact FOS:

- Address: The Financial Ombudsman Service, Exchange Tower, London E14 9SR
- Telephone Number 0800 023 4567 (Monday to Friday – 8am to 8pm and Saturday – 9am to 1pm)
- Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)
- Text (call back request): 07860 027 586.

## Contacting the FOS by Telephone

**0800 023 4 567** - Calls to this number are normally free for people ringing from a "fixed line" phone – but charges may apply if you call from a mobile phone

**0300 123 9 123** - Calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs

**07860 027 586** – To request a call back via text

## Financial Services Compensation Scheme

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business and the circumstances of the claim.



Most types of mortgage business is covered up to a maximum limit of £85,000.



## Data Protection

The personal sensitive data that you provide in connection with your second charge, mortgage or bridging loan application will be held by us securely. We will need to share this information with third parties such as credit reference agencies; electronic identity verification systems; and lender's via their secured systems.

We will request consent from you in order to progress an application on your behalf but this consent will be deemed to have lapsed on the earlier of the loan completion, your withdrawal of the application or the lender declining to lend.

Your personal data will only be used for the purpose of your loan application and will not be shared with any third party not connected to the application. We have strict measures in place to safeguard against unauthorised or unlawful processing and accidental loss of your data.

You are entitled to request access to the personal data held by us. If you have any questions concerning how your personal sensitive data is going to be used, or require a copy of information held please contact:

Alec Wimbleton, Compliance and Business Assurance Director on 01202 850 835, or by email at [alec.wimbleton@positivelending.co.uk](mailto:alec.wimbleton@positivelending.co.uk).

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**Think carefully before securing other debts against your home.**

Your home will be repossessed if you do not keep up repayments on a mortgage or any loan secured on it.