



## about our mortgage services

### COMMERCIAL ACCEPTANCES LIMITED

100 George Street  
London W1U 8NU

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#### 1. The Financial Services Authority (FSA)

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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.

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#### 2. Whose mortgages do we offer?

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- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders.
- We only offer our own mortgages.

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#### 3. Which service will we provide you with?

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- 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.

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#### 4. What you will have to pay us for this service?

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- No fee
- A valuation fee of £0.00 payable when you apply for the mortgage.

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

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#### 5. Refund of fees

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If we charge you a valuation fee, and your mortgage does not go ahead, you will receive:

- A full refund.
- A refund of £[ ] [if the lender rejects your application].
- No refund [if you decide not to take out a mortgage].

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## **6. Who regulates us?**

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Commercial Acceptance Limited of 100 George Street, London W1U 8NU is authorised and regulated by the Financial Services Authority. Our FSA register number is 303384.

Our permitted business is regulated mortgage contracts and non investment insurance.

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

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## **7. What to do if you have a complaint**

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

... in writing      Write to the Managing Director at  
Commercial Acceptances Limited, 100 George Street, London W1U 8NU

... by phone      Telephone 020 7655 3388.

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

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## **8. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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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.

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.