

STATEMENT OF ROLES AND RESPONSIBILITIES.

Mortgage Intermediary

PRECISE.

The purpose of this statement is to set out the roles and responsibilities of OSB Group (**trading as Precise Mortgages**) and its intermediary partners in relation to the FCA's Consumer Duty.

You are receiving this statement as you are an intermediary who is on boarded to our panel and is regarded as a Distributor of products manufactured by Precise Mortgages.

ROLES AND RESPONSIBILITIES.

OSB Group's analysis has confirmed that it is a manufacturer of its mortgage/savings products, with the intermediary taking the role of the distributor.

As **manufacturer**, OSB Group's responsibilities include:

- Designing and approving products in line with the FCA's Consumer Duty Rules and Guidance;
- Identifying the target market for these products, including considering if any customers with vulnerable characteristics are in the target market and if so if there would be any disproportionate impact on such customers or any additional needs;
- Ensuring the product is designed to meet the needs, characteristics and objectives of the target market and provides fair value;
- Providing sufficient information to the intermediary so it can:
 - understand the characteristics of the product or service;
 - understand the identified target market;
 - consider the needs, characteristics and objectives of any customers with characteristics of vulnerability;
 - identify the intended distribution strategy;
 - ensure the product or service will be distributed in accordance with the target market;
- Performing regular product reviews to ensure the product continues to provide good customer outcomes;
- Developing a distribution strategy appropriate for the target market and regularly reviewing this to ensure it continues to deliver good customer outcomes;

The **manufacturer** is responsible for ensuring all:

- information relevant to the value assessment is passed to the distributor; and
- fair value obligations are met in respect of any product it distributes to a retail customer.

The **intermediary's** responsibilities include:

- Obtaining the information it needs to understand the mortgage/savings products, their target market and intended distribution strategy;
- Providing information on request to support manufacturer's product reviews;
- Developing the distribution arrangements for the mortgage/savings products and ensuring that they are consistent with the distribution strategy for the product and provide providing fair value to retail customers;
- Assessing whether the intermediary charges provide fair value;
- Regularly reviewing its distribution arrangements to ensure they continue to deliver good customer outcomes.

If **either party** identifies customer harm:

- caused by the manufacturer/distributor, they should inform the other party where relevant and take any reasonable action needed to mitigate the harm; and/or
- elsewhere in the distribution chain, they must notify all relevant parties and the FCA.

MANAGEMENT INFORMATION.

To enable parties to comply with their roles and responsibilities as set out above, both will have an obligation to provide the other with agreed Management Information (**MI**) and relevant insight. This will need to be in such a format and/or frequency as agreed.

In due course, we will share with you a schedule, to support the data exchange required. The schedule will be based on the UK Finance standard template, which is expected to facilitate consistent sharing of MI across the industry.

INTERMEDIARY WEBSITE TERMS.

1 Interpretation

In **Our Website Terms**, the following definitions apply:

“Applicable Laws”

means all relevant legislation including the Financial Services and Markets Act 2000 (“the **Act**”), the Data Protection Act 1998 (“**DPA**”), the Proceeds of Crime Act 2002, the Consumer Rights Act 2015, the Consumer Credit Act 1974, the Mortgage Credit Directive and statutory Instruments (including the **RAO**, Money Laundering Regulations 2007, the Distance Marketing Regulations 2004 and the **MCD Order**) and any relevant regulatory rules or principles (including the **FCA Rules**, the **CBTL Rules**, those of the Information Commissioner, and the Advertising Standards Authority) that from time to time are in force, in so far as they relate to the performance of the various obligations under **Our Website Terms** or to the regulation of **Us**, **You** and/or the **Intermediary**;

“Application”

means an application to **Us** in relation to a **Customer** for one of **Our Products** using the application process on **Our Website** and transmitted to **Us** by **You**;

“Appointed Representative”

means a person who acts as the **Intermediary’s** appointed representative (as defined in section 39 of the **Act**) in accordance with the **FCA Rules** and for whom the **Intermediary** has responsibility.

“Authorised Person”

means a person who is authorised as defined in section 31(2) of the **Act** and holds all authorisations and permissions required under the **Act** (and/or any rules or regulations made under it) or the **MCD Order** in order to carry on the **Business**;

“Business”

means the business of and activities involved in introducing **Customers** to **Us** in relation to **Our Products** and all related matters;

“Buy-to-let Mortgage Contracts”

means a contract that

- a. at the time it is entered into -
 - i. meets the conditions in paragraphs (i) to (iii) of Article 61(3)(a) of the **RAO (Regulated Mortgage Contracts)**; and
 - ii. provides that the land subject to the mortgage cannot at any time be occupied as a dwelling by the **Customer** or by a related person, and is to be occupied as a dwelling on the basis of a rental agreement; or
- b. is a regulated credit agreement within the meaning of Article 60B of the **RAO** which
 - i. falls within Article 3(1)(b) of the **Mortgage Credit Directive**; and;

- ii. provides that the land, or existing or projected building, to which it relates cannot at any time be occupied as a dwelling by the **Customer** or by a related person, and is to be occupied as a dwelling on the basis of a rental agreement;

“CBTL Mortgage Contract”

means a **Buy-to-let Mortgage Contract** which is not entered into by the **Customer** wholly or predominantly for the purposes of a business carried on, or intended to be carried on, by the **Customer**;

“CBTL Rules”

means the rules applying to **CBTL Mortgage Contracts** and **Applications** for **CBTL Mortgage Contracts** as set out in Schedule 2 to the **MCD Order**;

“Commercial Broker”

means a person who is not authorised as defined in section 31(2) of the **Act** and is not required to hold any authorisations or permissions under the **Act** (and/or any rules or regulations made under it) or the **MCD Order** in order to carry on the **Business**;

“Customer”

means any person(s) who has submitted or may submit a completed **Application** on-line to **Us** through **You**;

“Employee”

means a director, employee, contractor or other representative of a firm as applicable;

“FCA”

means the Financial Conduct Authority or a successor authority;

“FCA Rules”

means the FCA's Handbook of Rules and Guidance as amended from time to time;

“Intermediary”

means any firm which has entered into an **Intermediary Agreement** and has registered with **Us**, carries on business as a mortgage intermediary, is authorised by the FCA and is permitted by **Us** to use **Our Website** to submit **Applications** on behalf of its **Customers** (for whom the firm acts as agent);

“Intermediary Agreement”

means an agreement with **Us** to act as **Our** intermediary in relation to **Our Products**;

“Introducer”

means an individual appointed by an **Authorised Person** or by an **Appointed Representative** to carry out, in the course of business, the activity of effecting introductions;

“Licences”

means licences, authorisations, consents and approvals held by the **Intermediary** in accordance with the **Applicable Laws**;

PRECISE.

“Mortgage Credit Directive”

means Directive 2014/17/EU of the European Parliament and of the Council of the European Union of 4th February 2014;

“Mortgage Illustration”

means a mortgage illustration required to be provided to a **Customer** by **FCA Rules** or **CBTL Rules**. (**We** recommend that **You** provide the **Mortgage Illustration** supplied to **You** by **Us** as **We** do not verify mortgage illustrations generated by mortgage sourcing systems);

“MCD Order”

means the Mortgage Credit Directive Order 2015 (SI 2015/910);

“Our Products”

means **Regulated Mortgage Contracts, Buy-to-let Mortgage Contracts or CBTL Mortgage Contracts** or any other products offered by **Us**, in each case as listed from time to time on **Our Website** or separately notified to **You**;

“Our Website”

means www.precisemortgages.co.uk or any replacement website from time to time;

“Principal”

the **Authorised Person** who is party to a contract with the **Appointed Representative** for exemption from the performance of regulated activities;

“Procedures”

such procedures as may be specified by **Us** and notified by **Us** to **You** from time to time in connection with the **Business**;

“Product Documentation”

means any document or Financial Promotion (as defined in the **FCA Rules**) which is produced from time to time by **You** relating to the **Business**;

“RAO”

means The Financial Services and Markets Act 2000 (Regulated Activities) Order 2001 (SI 2001/544) (as amended);

“Regulated Mortgage Contract”

means a mortgage contract falling within article 61(3) of the **RAO**;

“Transferee”

means **Our** transferee, successor or assignee (including any legal or equitable assignee of the mortgage, whether by way of absolute assignment or by way of security only and including those deriving title under it or them);

“We”, “Us”, and “Our”

means Charter Court Financial Services Limited (trading as Precise Mortgages), a firm authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority,

incorporated in England and Wales with company number 6749498 and having its registered office at 2 Charter Court, Broadlands, Wolverhampton, WV10 6TD and any **Transferee**;

“You” and “Your”

means (as the context requires or allows) an **Intermediary**, an **Appointed Representative**, an **Authorised Person**, a **Commercial Broker** (or an **Employee** of any of those firms) or any other person authorised by an **Intermediary** (including members of the **Intermediary’s** mortgage club), an **Appointed Representative**, an **Authorised Person** or a **Commercial Broker** to access and use **Our Website**, and

“Your Firm”

means an **Intermediary**, an **Appointed Representative**, an **Authorised Person** or a **Commercial Broker** on whose behalf an Application is submitted.

2 Use Of This Website And Payment Of Commission

- 2.1 **You** must be registered with **Us** in accordance with **Our Website Terms**.
- 2.2 If **You** are not an **Intermediary**, **Your Intermediary** or mortgage club must give **You** authorisation to use **Our Website** and have supplied **Us** with **Your** name. If you are an **Authorised Person** or a **Commercial Broker** (and not an **Intermediary**) or submitting business through a mortgage club, **Your Firm** will be bound by **Our Website Terms** and **You** agree to them on **Your Firm’s** behalf.
- 2.3 **Our Website** is owned and maintained by **Us**. Use of **Our Website** is subject to the following terms and conditions which **You** should read carefully. By using **Our Website** **You** agree to be legally bound by **Our Website Terms**.
- 2.4 Upon registration **You** will choose a username and password.
- 2.5 **You** must immediately inform **Us** of any changes to the information provided to **Us** including changes to **Your** email address.
- 2.6 If **You** submit **Business** as an **Appointed Representative**, the commission payable will be that as agreed with **Your Principal** and **You** agree that **Your Principal** acts as agent for the **Appointed Representative** for the receipt of any payments due and **Our** payment to **Your Principal** is in full and final satisfaction of any payment due to **You**.
- 2.7 If **You** submit an **Application** to **Us** through an **Intermediary** which operates a mortgage club, the commission payable will be that as agreed with the club and **You** agree that the club acts as **Your** agent for the receipt of any payments due, unless otherwise agreed with **Your** club, and **Our** payment to the club is in full and final satisfaction of any payment due to **You**.

2.8 **Our Website** is only intended for the completion of **Applications** for **Customers** resident in the United Kingdom, or in any other jurisdiction notified by **Us** to **You**.

3 Your Obligations

3.1 **You** must prevent unauthorised use of **Your** username and password. If **You** know or suspect of any unauthorised use of **Your** username or password **You** must notify **Us** immediately.

3.2 **You** acknowledge that **You** have no authority or power to bind **Us** nor approve loans nor create any liability on behalf of **Us** in any way and shall not represent so to any party.

3.3 **You** acknowledge that **You** are an independent contractor and are not **Our** agent and agree not to hold yourself out in any way as **Our** authorised agent without **Our** prior written consent.

3.4 **You** represent and warrant that (i) **You** have, and shall maintain, all **Licences** necessary for **You** to conduct the **Business** and that **You** will conduct yourself strictly in accordance with those **Licences** or where an exemption applies, in accordance with the requirements of the exemption and (ii) **You** are authorised and regulated by the FCA with appropriate permission to carry out the **Business**.

3.5 **You** agree that **You** shall not act in any way which could in **Our** opinion adversely affect **Our** general reputation.

3.6 **You** shall not use **Our** name or the logo in any Financial Promotions (as defined in the **Applicable Laws**) or other documentation which **You** may produce, unless agreed by **Us** prior to use.

3.7 **You** shall not, without **Our** prior consent, use an application form for any of **Our Products** other than the application form provided to **You** by **Us** and made available on **Our Website**.

3.8 **You** represent and warrant that **You** have the authority to enter into **Our Website Terms** on **Your** or **Your Firm's** behalf.

3.9 **You** shall provide such information as **We** require to comply with **Your** obligations under the **Applicable Laws** and will immediately notify **Us** of any actual or proposed change or variation to **Your Licences**, where required.

3.10 Unless **You** are an **Intermediary**, in which case the provisions in **Your Intermediary Agreement** with **Us** will apply, **You** are not entitled to assign, delegate, transfer or sub contract **Your** rights or obligations under **Our Website Terms**.

3.11 **You** shall, both during and after termination of **Our Website Terms**, promptly and fully co-operate with any reasonable requests by **Us** to verify **Your** compliance with the **Applicable Laws** and the **Licences** including giving any of **Our** representatives (including **Our** auditors) unrestricted access to **Your** business premises and to all records relating to the **Business**.

3.12 **You** shall keep a complete, accurate and up to date record of the **Business** conducted under **Our Website Terms** as may be required to show at any time that **You** have complied with the requirements of the **Applicable Laws**, the **Licences** and the **Procedures**. This record will be available upon reasonable notice for inspection and copying by **Us**, and/or **Our** auditors.

3.13 **You** shall verify the identity of the **Customer** in accordance with the **Applicable Laws** prior to submitting the **Application**. **You** understand and accept that upon submission of the **Application** **We** shall verify the identity of the **Customer** electronically. Upon receipt of such verifications **We** reserve the right not to process the **Application**.

3.14 Regarding all **Applications** which **You** submit to **Us** **You** warrant and agree that:

- a. Where **You** have completed the **Application**, that the **Customer** has read and confirmed that the contents of the **Application** are correct and that **You** have informed the **Customer** that their data will be submitted and tracked electronically by both **You** and **Us** for the purpose of processing their application.
- b. **You** are responsible for promoting **Our Products** and any advice **You** give **Customers** regarding the suitability of **Our Products**. **We** do not guarantee that **Our Products** will be suitable for any **Customer**.
- c. Upon submitting the **Application** **You** warrant that the **Customer** has authorised **Us** to check information provided by the **Customer** by whatever means necessary, to provide the **Customer** with the results of such enquiries and to retain copies of such results on **Our** files in compliance with **Applicable Laws**.
- d. **You** will inform the **Customer** and obtain his agreement to the effect that **We** are entitled to use any information in connection with the **Application** for fraud prevention purposes. If **We** obtain possession of the property because the **Customer** breaches any of its obligations resulting from its receipt of a loan **We** may disclose information regarding the loan to the H.M. Revenue and Customs.

- e. **We** are entitled to make such enquiries as **We** deem necessary in connection with the **Application** to confirm the accuracy of the information provided and for credit reference and fraud prevention purposes. **You** will inform the **Customer** and obtain his agreement to the effect that the cost of such enquiries may be borne by the **Customer**.
- f. **We** may make enquiries of credit referencing agencies and produce statistical results as **We** consider necessary when assessing the **Application**. **You** must inform the **Customer** that **We** may make such enquiries and that the agencies concerned may make a record of the enquiries for their files and that the records may be used for general assessment and/or debt collection analysis purposes.
- g. In the event that any insurers with whom **We** have arrangements initiate proceedings or otherwise defend an action relating to any insurance policy created that results from an **Application** by a **Customer** received from **You**, **You** acknowledge that **You** will provide **Us** with such documentation as such insurers may require and that **We** are authorised to provide any insurers with such documentation. The cost of providing such documentation shall be borne by the **Customer**.
- h. **You** acknowledge that, prior making the **Introduction** in relation to one of **Our Products**, **You** will disclose to the **Customer**:
- i. any fees and/or charge(s) that may be payable in respect of any of **Our Mortgage Products** they have chosen; and
 - ii. any monies and/or benefits **You** will receive as a result of making the **Introduction**.
- i. **We** may approach an insurance company for buildings or buildings and contents insurance, at **Our** discretion, and where applicable, to obtain insurance for **Our** benefit in the event that the property is repossessed and sold for less than the outstanding debt and that any information required to be given to the insurance company may be given.
- j. **You** will pass all documentation that **We** provide for the benefit of the **Customer** to them and pass on to **Us** any information provided by them to support their **Application**.
- k. If **You** submit an **Application** to **Us** as a result of a sales lead from an **Introducer**, that either **You**, or if **You** are an **Appointed Representative**, **Your Principal**, has entered into an agreement with the **Introducer** (a) providing that the **Introducer** will make such introductions in accordance with **Applicable Laws**, and (b) including an undertaking from the **Introducer** that he (i) will limit his activities to effecting introductions within the meaning of the applicable exemption of the **RAO** only; (ii) will not engage in the regulated activities of advising on or arranging either **Regulated Mortgage Contracts** (as defined in Articles 25(A) and 53(A) of the Act) or **CBTL Mortgage Contracts**; (iii) will not be paid by the **Customer** by virtue of the introduction made by the **Introducer** for or in connection with any transaction for a **Regulated Mortgage Contract** or a **CBTL Mortgage Contract**; (iv) will disclose to the **Customer**, prior to making the introduction, any monies and/or benefits he will receive as a result of making the introduction; (v) will disclose to the **Customer**, prior to making the introduction details of any affiliation between the **Introducer** and **You**; and (vi) will maintain written records of the disclosures under (iv) and (v) that are made (unless the introduction is being made under Article 33 of the **RAO**); and will comply with **Our** reasonable requirements regarding the form of any such disclosure and/or record of such disclosure required in this condition.
- l. For all **Applications** for Regulated Mortgage Contracts, **You** will
- i. before **You** submit (or arrange to submit) an **Application** for that **Regulated Mortgage Contract**, advise the **Customer** on the suitability of the **Regulated Mortgage Contract**, provide them with a Mortgage Illustration for the **Regulated Mortgage Contract**, and an adequate explanation of it, notify them of the information **We** require to assess affordability, when **We** require it and the consequences of failing to provide it in accordance with the **FCA Rules**, and
 - ii. if the terms of the **Regulated Mortgage Contract** applied for change, provide them with a revised **Mortgage Illustration** and adequate explanation for that **Regulated Mortgage Contract** in accordance with the **FCA Rules**.
- m. For all application's for **CBTL Mortgage Contracts**, **You** will
- i. before **You** submit (or arrange to submit) an **Application** for that **CBTL Mortgage Contract**, provide the **Customer** with a **Mortgage Illustration** and an adequate explanation of the **CBTL Mortgage Contract** and notify them of the information **We** require to assess the affordability, when **We** require it and the consequences of failing to provide it in accordance with the **CBTL Rules**, and

- ii. if the terms of the **CBTL Mortgage Contract** applied for change, provide them with a revised **Mortgage Illustration** and an adequate explanation for that **CBTL Mortgage Contract** in accordance with the **CBTL Rules**.

4 Our Obligations

- 4.1 In entering into **Our Website Terms**, **We** do not undertake to accept all **Business** introduced by **You** and reserve the right at **Our** discretion not to accept **Business**.
- 4.2 **We** will conduct an initial assessment upon receipt of the **Application** and allocate a credit score. If the initial application is successful the **Application** will be confirmed as a continuing application and processing fees, if any, will be deducted from the **Customer's** account and/or credit/debit cards.
- 4.3 **We** will then complete the application process and when **We** are satisfied that all the requirements of the **Application** have been completed **We** will send a Mortgage Offer to the **Customer** and any solicitor acting for the **Customer**.
- 4.4 **We** will ensure that the information provided on **Our Website** complies with the **Applicable Laws**.

5 Data Protection

- 5.1 **We** are registered with the Information Commissioner as a data controller and comply with the **DPA**. **We** do not collect personal information from **You** when **You** access the unrestricted part of **Our Website**. However, when **You** visit or register for access to the restricted access part of **Our Website**, **We** will collect information about **You** which **We** require to identify **You**. **We** may also collect personal information when **You** submit an **Application** or use the services or products featured on **Our Website**.
- 5.2 The personal information about **You** will be processed for the purposes of identifying **You**, fulfilling **Your** instructions and for communicating with **You** in accordance with the **DPA**. It may also be retained by **Us** for general research purposes.
- 5.3 Upon submission of an **Application** **You** confirm that **We** have the consent of the Customer to use their personal data in accordance with the **DPA** to process the **Application** including making enquires of credit reference and fraud prevention agencies and for insurance purposes.
- 5.4 If **You** are required to process personal data on **Our** behalf **You** must do so in accordance with the **DPA** and **You** will not do or omit to do anything that would cause **Us** to be in breach of the **DPA**.

5.5 **We** will process all information received by **You** in accordance with **Our** Privacy Statement which **You** confirm that **You** have read. **Our** Privacy Statement is available on **Our Website** by clicking "Privacy Policy".

5.6 Neither **You** nor **Us** shall process any personal data of a **Customer** in any jurisdiction outside the European Economic Area unless in compliance with Principle 8 of the **DPA**.

5.7 **We** undertake and **You** agree to ensure that **We** and **You**, respectively, bring into effect and maintain all reasonable technical and organisational measures to maintain security, prevent unauthorised or unlawful access to or processing of **Customer** personal data and accidental loss or destruction of, or damage to **Customer** personal data.

5.8 If a **Customer**, during the **Application** process or otherwise, contacts **You** and makes a written access request for any relevant personal data, **You** shall immediately notify **Us** to allow **Us** to comply with **Our** obligations under the **DPA**.

5.9 **You** agree that **We** may use the personal information **You** provide about **You** and **Your Firm** to contact **You** and **Your Firm** to update **You** and **Your Firm** with details of **Our** products and services and those of third parties which **We** think may be of interest to **You** and **Your Firm**. This may be by post, telephone or electronic means (e.g. email or SMS). If **You** do not want **Us** to use **Your** personal information in this way please contact us at Marketing Department, Precise Mortgages, 2 Charter Court, PO Box 6037, Wolverhampton, WV1 9QW.

6 Compliance

6.1 **You** agree that **You** and **Your Firm** will comply with **Applicable Laws** and the **Procedures** and that **You** shall not knowingly do or omit to do anything that will cause **Us** to be in breach of the **Applicable Laws** and **You** and/or **Your Firm** shall inform **Us** immediately if **You** become aware of or suspect a breach of any of the terms of **Our Website Terms**.

6.2 Upon submitting an **Application** **You** warrant that **You**, **Your Firm** or **Your Firm's Principal** and any **Introducer** of that Application to **You** have obtained and will continue to maintain all necessary **Licences** necessary for **Us** to perform **Our** obligations and exercise **Our** rights under these **Our Website Terms**.

6.3 **Your Firm** shall keep and maintain for 6 years following the termination of **Our Website Terms** such books and accounts and make such returns in connection with the performance of **Your** obligations under **Our Website Terms** as **We** reasonably require from time to time and/or the relevant laws may require from time to time.

7 Indemnity

- 7.1 **Your Firm** shall indemnify **Us** and keep **Us** indemnified from and against all loss, damage or liability (whether criminal or civil) and legal fees and costs incurred by **Us** directly as a consequence of a breach by **You** or **Your Firm** of **Our Website Terms** or any of **Your** obligations under the **Applicable Laws** or the provision by **You** to **Us** of inaccurate information.
- 7.2 **Your Firm** shall maintain throughout the term of **Our Website Terms** and for a period of at least 12 months after the termination of **Our Website Terms** professional indemnity insurance with a reputable insurer for an amount which is not less than the amount required by the **FCA Rules** where applicable and on reasonable open market terms without material restrictions.
- 7.3 **You** and **Your Firm** shall provide evidence of such insurance cover to **Us** upon request.
- 7.4 **You** and **Your Firm** shall immediately notify **Us** if **You** become aware of a breach of **Our Website Terms** or the **Applicable Laws**.

8 Liability And Disclaimers

- 8.1 **We** shall not be liable in any way for any delay, hindrance or failure to perform **Our** obligations caused by reasons beyond **Our** reasonable control or for any loss or damage whether direct, indirect, incidental or consequential that may be incurred by **You** or **Your Firm's** use of **Our Website** whether in contract, tort, strict liability or otherwise.
- 8.2 All warranties, conditions and other terms implied by statute or common law are to the fullest extent permitted by law, excluded from **Our Website Terms**.
- 8.3 Use of **Our Website** is at **Your** own risk. The information contained in **Our Website** is not intended to be advice.
- 8.4 Nothing in **Our Website Terms** excludes or limits **Our** liability for death or personal injury caused by **Our** negligence nor for fraud or fraudulent misrepresentation nor for any matter which it would be illegal for **Us** to exclude or attempt to exclude **Our** liability.

9 Complaints

- 9.1 **You** should inform the **Customer** that all complaints against **Us** will be dealt with in accordance with **Our** internal complaints procedure, which is available on request.

- 9.2 **We** are covered by the Financial Ombudsman Service (FOS) for resolving certain complaints. If **Our** internal complaints procedure does not resolve the **Customer's** complaint the **Customer** may contact the FOS at:

The Financial Ombudsman Service,
Exchange Tower
London
E14 9SR.
Tel: 0800 0234567 (helpline).

10 Confidentiality

You and **Your Firm** undertake that **You** will not at any time hereafter use, divulge or communicate to any person, except to **Your** colleagues, professional representatives or advisers as may be reasonably required provided that such parties are made aware of their obligations of confidentiality under **Our Website Terms** or where such disclosure is required by law or any legal or regulatory authority, any confidential information concerning but not limited to **Our** business or affairs or of any member of the group of companies to which **We** belong, information provided by the **Customer(s)** and trade secrets which may have or may in future come to **Your** knowledge and **You** shall use **Your** reasonable endeavours to prevent the publication or disclosure of any confidential information concerning such matters.

11 Variation

- 11.1 **We** may vary the terms and conditions of **Our Website Terms** at any time with or without notice.
- 11.2 **We** may vary the **Procedures** at any time. Notice of any variation to the **Procedures** will be displayed on **Our Website** and/or notified to **You** in writing. It is **Your** responsibility to ensure that **You** keep up to date with any changes to the **Procedures**.

12 Termination And Suspension

- 12.1 **We** reserve the right to suspend or terminate **Your** access to **Our Website** and/or **Our Website Terms**:
- upon 7 days notice to **Your** email address as notified to **Us**. Notice shall be deemed served two hours after transmission; or
 - with immediate effect at any time by **Us** without notice to **You** if, (i) **We** reasonably believe that **You** or the **Intermediary** have committed a material breach of **Your/its** obligations under **Our Website Terms** or under the **Applicable Laws** or **Licences** or (ii) **Our** agreement with the **Intermediary** or mortgage club is terminated or we suspend the **Procedures** under that agreement.
- 12.2 **We** reserve the right to suspend for any period of time or indefinitely the **Procedures** under **Our Website Terms** whilst **We** consider whether **We** wish to terminate **Our Website Terms**.

12.3 You may terminate **Our Website Terms** upon one month's notice to **Us**. Notice shall be deemed served two hours after transmission.

12.4 Termination for any reason shall be without prejudice to any right, claims or actions which one party may have against the other in respect of any matter occurring prior to termination.

13 General

13.1 If any provision of **Our Website Terms** is found by any court, tribunal or administrative body of competent jurisdiction to be wholly or partly unenforceable it shall, to the extent of unenforceability be deemed severable and the remaining provisions of **Our Website Terms** shall continue in full force and effect.

13.2 Failure or delay by a party in enforcing or partially enforcing any provision of **Our Website Terms** shall not be construed as a waiver of any of its rights under **Our Website Terms**.

13.3 A party who is not a party to these **Our Website Terms** shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms, except any **Transferee**.

13.4 The formation, existence, construction, performance, validity and all aspects of **Our Website Terms** and any non-contractual obligations arising out of or in connection with them shall be governed by English Law and the parties submit to the non-exclusive jurisdiction of the English courts.

13.5 Reference to any statute or statutory provision in **Our Website Terms** includes a reference:

- a. to that statute or statutory provision as from time to time consolidated, modified, re enacted (with or without modification) or replaced by any statute or statutory provision;
- b. to any repealed statute or statutory provision which it re-enacts (with or without modification); and
- c. any subordinate legislation made under the relevant statute.

We can provide literature in large print, Braille and audio. Please let us know if you require an alternative format or any additional support with managing your account. You can contact us either by phone, in writing or visit [precisemortgages-customers.co.uk/ExistingCustomers/Additional_support](https://www.precisemortgages-customers.co.uk/ExistingCustomers/Additional_support) for more information.

Precise Mortgages is a trading name of Charter Court Financial Services Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register Firm Reference Number 494549). Registered in England and Wales with company number 06749498. Registered office: 2 Charter Court, Broadlands, Wolverhampton WV10 6TD.

02-01-03-10 (007491) (1) MKT002551-050