



Short Term Lending Customer Information about your mortgage



www.precisemortgages.co.uk

About Precise Mortgages

Precise Mortgages is a division of Charter Court Financial Services Limited authorised and regulated by the Financial Services Authority whose FSA register number is 494549. You can check the FSA's register by visiting their website www.fsa.gov.uk/register/ or by contacting them on 0845 606 1234.

Please note that a Buy to Let mortgage or some Short Term Finance with Precise Mortgages, is not regulated by the FSA.

Complaints

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Interpretation

Throughout this booklet, 'we', 'our' and 'us' means Charter Court Financial Services Limited and anyone to whom we transfer the lender's rights under the mortgage deed.

'You' means the borrower in the mortgage deed and anyone getting any title or interest in the property through the borrower and words such as "your, yours" etc. should be read in the same way.

This booklet provides guidance and information only about your mortgage with Precise Mortgages. It does not form part of your agreement with us which is comprised of the mortgage offer we make to you, our general mortgage conditions and the mortgage deed that you will sign.

Please read through this booklet before signing your mortgage deed and keep it with your mortgage documents to refer to in the future. It contains important information about your mortgage whether you are moving home, changing your lender or buying a property to let.

More details about the information we hold about you, and how we use it, is given in the '**A Guide to the use of your personal information by us and Credit Reference and Fraud Prevention Agencies**' leaflet.

If you have any questions about your mortgage before it completes, please contact your mortgage broker. Once your mortgage account is open, please call our Customer Services Team on **0800 298 5714**.

We may monitor or record telephone calls to check that we have carried out your instructions correctly and to help improve our quality of service.

About your application

Your mortgage broker and you

Your mortgage broker will give you a written illustration setting out full details of the costs and fees of the mortgage before you apply. We accept your application on the understanding that you have read the illustration and considered the details about the particular mortgage product you have chosen.

We are not responsible for any advice given or recommendation made by your mortgage broker. Your mortgage broker will have your authority to act for you in connection with your mortgage application.

We provide information about the progress of your application to your mortgage broker in writing, via telephone, fax, email or sms message.

Joint Applications

We will accept information from either of you so if you are giving us information which is not your own, you must ensure that you have the consent of the other person to disclose it and for us to use it for the purposes of the application. We will share any information given to us about you, in connection with the application, with your joint applicant.

Each of you is individually and jointly responsible for all obligations in relation to the mortgage. This means that as well as being responsible together, each of you is responsible individually in full for repayment of the loan.

Sometimes, you may not both benefit from taking out a mortgage. For example, if the money is used to repay debts in one name, or to finance a business that only one of you owns. If this is the case, you should consider taking independent legal advice to ensure that the mortgage is right for you.

Accuracy of Information

It is important that any information you give to us, whether provided personally by you or not, is true and accurate in all respects. The mortgage offer is based on the information given to us and we may withdraw the offer or if the mortgage has been taken out, require repayment in full if any of that information is not true and accurate.

Please keep us fully informed if your circumstances change at any time and provide any additional information that we may require to proceed with the application. We will be entitled to withdraw any mortgage offer if we identify any inaccuracies in information supplied in the application. You should also be aware that it is an offence to knowingly make a false, inaccurate or misleading declaration when applying for a mortgage. If you make such a declaration you may face criminal prosecution and/or civil action for recovery of any losses incurred by us. We will also record this and may pass this information to fraud prevention agencies and other organisations involved in crime and fraud prevention.

Cancelling your Application

You are free to cancel your mortgage application at any time, up until the money is sent to the solicitor instructed to act for us.

We will however ask you to pay any costs that we have incurred on your behalf such as arranging for the property to be inspected or valued.

We have the right to change the terms of our mortgage offer and any offer conditions that may apply, or to withdraw the mortgage offer altogether and decline to make the advance before completion. Although we do not have to go ahead with the advance, generally we will only withdraw our mortgage offer for the reasons stated in condition 3.2 contained within the General Mortgage Conditions booklet provided with your offer.

After the money is released and your mortgage account is opened, you cannot cancel but can pay back the loan at any time that you wish. You should check your mortgage offer for details of the fees and charges that may apply when you decide to do this.

Affording your mortgage

When your mortgage completes we will send you a welcome letter, which will confirm the amount of the initial and regular monthly payments that you will need to pay. You must ensure that you can afford these payments. Your mortgage payments will vary if there is a change in your rate of interest. When you apply to us for a mortgage we use your financial information to decide how much we may lend to you. We do this using a process called credit scoring.

Credit scoring produces a point score based on your individual information and circumstances. We compare this score with information collected over a number of years which helps us to work out whether we can agree the loan or not.

About the property

Assessing the value of the property

We require a mortgage valuation to be carried out on the property to help us decide if the property is adequate security for the loan. The valuation must be made by a valuer on our panel of approved independent surveyors and valuers. We offer one type of valuation report:

Standard Report

This is a report that the valuer carries out for our benefit only to confirm that the property is good security for the amount of loan that you asked for. The report provides basic information about the property and its condition.

Although the report is prepared for us, the valuer will give you a copy for your information as a courtesy only. You should not rely on this report as it is not prepared for you.

If you are purchasing a property, it is particularly important that you are fully aware of the condition of the property and understand if any repairs are required before you buy. Once you have purchased, you have to maintain the property in good repair as a condition of the loan and this can be expensive if major repairs are required. If you need more specific information on the condition of the property please obtain an independent valuation or seek advice before you proceed.

About insurance

Insuring the Property

As a condition of your mortgage, you must ensure that adequate insurance to cover loss and damage to the property is maintained throughout the term of the mortgage. This means that, amongst other things, you must pay your property insurance premiums on time. Precise Mortgages will require its interest noted on the policy and annual notification that an insurance policy is in force.

Your Solicitor must confirm the following:

- Insurer
- Policy Number
- Sum Insured (As a minimum this must equal the rebuilding cost on the valuation report)

Maintaining cover

You must keep the property insured at all times and ensure that the amount insured keeps up with inflation. If you make alterations to the property (extensions, conservatories etc) you may need our prior consent to those alterations but in any event you must also keep your insurer up to date and increase the amount of cover.

You must pay all premiums to your insurer to prevent the policy lapsing. If you do find yourself without insurance cover, for whatever reason, you must ring us immediately.

What you should cover

As a minimum this must equal the rebuilding cost in the valuation report.

- fire, explosion, lightning, earthquake
- bursting, leaking or overflow of watertanks, pipes or apparatus
- storm or flood
- subsidence/heave or landslip
- impact by vehicles, trains, aircraft or animals
- riot, civil commotion, labour and political disturbances, vandalism and acts of malicious persons.

About your mortgage offer

Checking the Details

Your Mortgage Offer shows details of your mortgage, the initial interest and your regular payments, costs and fees. Please check this document carefully, and compare it with your illustration provided by your mortgage broker.

Releasing the money

We will send the money to the solicitor acting for us when he/she requests it. This may be earlier than the date that your solicitor completes your purchase, or sends the money to your previous lender to ensure that it is available when needed. We will charge interest from the date that we send the money.

Interest rate and rate changes

The interest rate is shown in your Mortgage Offer. Interest is charged on the balance outstanding each day (daily interest) and added to your mortgage at the of beginning each month.

Unless you have a fixed rate of interest, the interest rate on your mortgage can be changed by us at any time. This means that your monthly payments can go up and down.

Repaying the mortgage

Every month you will make a payment of interest charged on your mortgage. At the end of the mortgage term, you will still owe the amount that you borrowed. You will need to have appropriate arrangements in place by the end of the mortgage term to repay the amount owed in full.

About your mortgage account

Your initial payment

Your first monthly payment will be due one month following completion unless it is not a working day in which case we will take it on the next working day.

Your regular monthly payments

Where you have chosen to make regular monthly payments to us we will collect these by Direct Debit from your bank account. The amount that we will collect each month is shown in your welcome letter. It is your responsibility to ensure that sufficient money is in your bank account when payments are called for. Your bank may charge you for the cost of returning our payment request and you will also incur costs with us if your account goes into arrears.

Where you have chosen for us to retain an amount to cover the monthly payments, we will deduct the agreed amount from your loan at completion and apply a proportionate part of it to the amount owed each month during the mortgage term to cover your monthly payments. We will normally collect your full monthly payment on the monthly anniversary of completion unless it is not a working day in which case we will take it on the next working day.

Payment Difficulties

If you experience difficulty meeting your mortgage payments you can contact us by writing to us at PO Box 6075 Wolverhampton WV10 6TD or you can call us on **0800 781 8558**. We have a team of experienced staff available to provide you with information and support. You can also find useful information on the Money Advice Service website at **www.moneyadvice.org.uk** or by calling **0300 500 5000**.

Our right to transfer your mortgage loan

Like other lenders we reserve the right to transfer or assign your mortgage loan to another company. This means that for example we may in our discretion "sell" the mortgage by transferring or assigning our rights under it without your consent.

When you complete your mortgage you agree that we may do this without giving notice to you.

Paying off your mortgage

You can repay your mortgage early or at the end of the mortgage term. Whichever you choose, we will make a charge to cover providing you with a written statement of the amount owing and for releasing our charge at the Land Registry. If we have your mortgage deeds, we will also charge to cover the costs of releasing these to your solicitor. If you repay your mortgage early, or we enforce the mortgage you may also have to pay an Early Repayment Charge. This will be detailed in your Mortgage Offer.

We can provide literature in large print, Braille and audio tape. Please ask us for alternative literature if you need it.