



# Mortgage and Insurance Client Proposition

Taking you where you want to be



# AWS Advice can help you make the best decision for you and your family.

## Who we are

We are a city-based financial advice practice that has built a reputation for providing creative and effective solutions to help private clients achieve their goals, whether creating, growing, preserving, benefiting from or distributing their wealth.

## Our mortgage services

For many people, a mortgage is likely to be the single largest financial commitment they ever make. Ensuring that you have access to the most cost-effective and appropriate means of paying for your home and other property investments is a cornerstone of financial planning, and we are on hand to guide you through the mortgage maze.

As with all our services we take time to understand your wishes and goals, in the context of all your financial matters, never in isolation. Whether you're a first time buyer considering your options, looking to move up the property ladder or simply assessing your current position, we will source the most appropriate deal for you.

## Our protection services

Thinking about how you and your family would manage in the event of a serious illness, injury, unemployment or death can be distressing. But it's important to look into these delicate but vital issues to ensure that your family are properly protected.

Whether you're looking for protection insurance for the first time, or it's been a while since you last reviewed the suitability of your existing protection, we're here to guide and support you, helping you make the best decision for you and your family. You'll be assured of a sensitive, discreet and knowledgeable service from us.

## Mortgages

### Whose products do we offer?

We can access a range of mortgages from over 50 of the UK's best-known lenders (shown on the list I have given you), but not deals that are only available directly from lenders.

If you are purchasing a property with the help of a shared equity loan, our advice will also cover the shared equity second charge. However, we do not advise on any other second charge mortgages. If you need a second charge mortgage we will refer you to Enterprise Finance, a master broker for second charges, who will be able to advise you.

### Which service will we provide you with?

We will advise and make a recommendation for you on a first charge mortgage after we have assessed your needs.

You may request an illustration from us for any regulated mortgage contract we are able to recommend to you whenever we provide you with information specific to the amount you want to borrow following assessment of your needs and circumstances.

### Alternative finance options

If you are looking to increase borrowing secured on a property on which you already have a mortgage, the following alternative finance options may be available and may be more appropriate:

- A further advance from your existing lender
- A second charge
- An unsecured loan

Openwork does not offer advice on unsecured lending or second charges.

### What will you have to pay us for our services?

A maximum fee of 0.5% of loan amount payable on receipt of formal mortgage offer, for example on a £100,000 mortgage, this would equate to a fee of £500. We will also receive commission from the lender.

If you'd like to know the range of commission payable from our lenders, please ask me for a list. You will receive an illustration when considering a particular mortgage, which will tell you about any fees relating to it. It is important that you read and understand the illustration.

### Our refund policy for mortgage fees

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

No refund, if you decide not to proceed with the purchase.

## Insurance

### Whose products do we offer?

✗ We offer products from a range of insurers.

✓ We can only offer products from a limited number of insurers for life assurance, critical illness cover, income protection, buildings and contents insurance, and accident, sickness and unemployment insurance. Ask us for a list of insurers from whom we insurance.

✓ We can only offer products from MetLife UK for cash lump sum accident protection.

### Which service will we provide you with?

✓ 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.

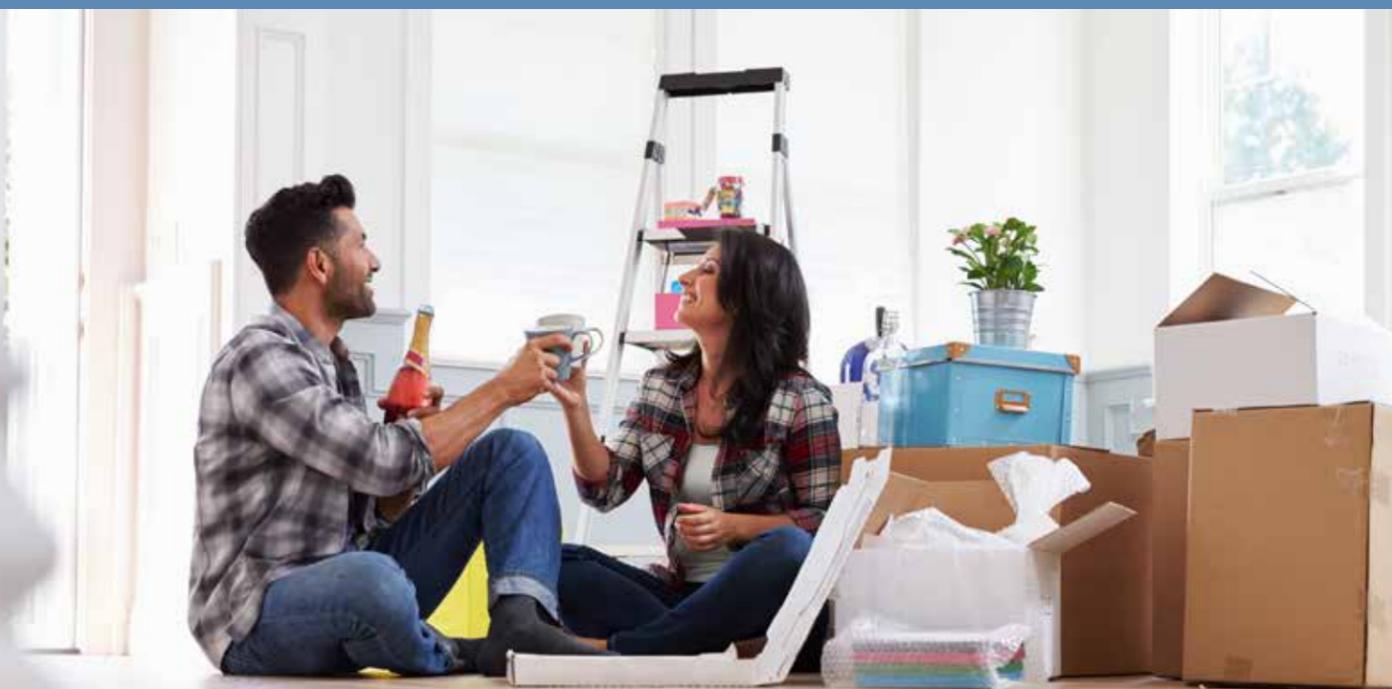
### What will you have to pay us for our services?

✗ A fee

✓ No fee

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

For whole of life and term pure protection insurance (life and critical illness cover) we are paid by commission from the insurer. This means that if you purchase one of these products we will receive commission in addition to any fee indicated above and in addition to any adviser charges / fees you may have been or will be paying Openwork for investment-related services. The amount of commission will be disclosed separately should you purchase one of these protection products.



THINK CAREFULLY BEFORE SECURING OTHER DEBTS AGAINST YOUR HOME. YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE.

**Buy to Let**

A Buy to Let mortgage taken out for the purposes of business is not regulated by the Financial Conduct Authority (FCA).

**Who regulates us?**

We are an appointed representative of Openwork Limited, Washington House, Lydiard Fields, Swindon, SN5 8UB, which is authorised and regulated by the Financial Conduct Authority. Openwork Limited's Financial Services Register number is 408285.

Openwork Limited's permitted business is advising on and arranging mortgages, general and pure protection insurance and life insurance, pensions and investments. You can check this 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) or by contacting the FCA on 0800 111 6768.

**Loans and ownership**

Allied Zurich Holdings Limited ("AZH") holds 25% of the ordinary shares in Openwork Holdings Limited. AZH is ultimately owned by Zurich Insurance Group Limited ("ZIGL"). ZIGL is incorporated in Switzerland and also owns Zurich Assurance, Zurich Insurance and Sterling ISA Managers Limited.

**What to do if you have a complaint**

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

*...in writing*

Write to: Complaints Management Team, Openwork Limited, Washington House, Lydiard Fields, Swindon, SN5 8UB.

*...by phone*

Telephone 01793 567800

Information about our internal complaints handling procedures is available free of charge, on request from the Complaints Management Team.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Ask us for a leaflet or contact the Financial Ombudsman Service at:

The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR

Phone: 08000 234 567 or 0300 123 9123

Email: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**Financial Services Compensation Scheme**

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 90% of the claim, without any upper limit.

**Mortgages**

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

Further information about compensation scheme arrangements is available from the FSCS.

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