

A photograph of a row of terraced houses on a cobblestone street. The houses are in various colors: white, red brick, and purple. A person is walking on the sidewalk in the foreground. The sky is blue with some clouds. A large tree is visible in the upper right corner.

moneysprite

## Our Mortgage and Insurance Proposition

Moneysprite  
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## About us

Moneysprite is here to cut through all the hassle, the red tape and the bureaucracy of the financial services market to deliver a great, simple to use one stop shop for all your insurance and mortgage needs.

What is more, Moneysprite is truly customer focused and ensures that everything will always be explained clearly, precisely and in a friendly manner!

Moneysprite offers a plain and simple approach - we do the leg work for you whilst you stay happy in the knowledge that we will obtain great deals on mortgages and insurance for you with well known brands you already know and trust.

## Mortgages

### Whose products do we offer?

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We offer a comprehensive range of mortgages from across the market, but not deals that you can only obtain by going direct to the lender.

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### Which service will we provide you with?

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

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

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

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The total fee will be based on your personal circumstances, employment record and credit history. We will provide you with written confirmation of your fee prior to the commencement of any chargeable activity. Typically for finding and arranging your mortgage we will charge a non-refundable research fee of £199 payable after your first meeting for us to commence our research. We may also charge a success fee upon completion of your mortgage of 1% of the loan amount or £995, whichever is the greater. We will also receive commission from the lender.

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

### Our refund policy for mortgage fees

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If we charge you a fee and your mortgage does not go ahead, you will receive:  
No refund, of the research fee if you decide not to proceed with the purchase or remortgage.  
Our success fee is only payable upon completion.

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## Insurance

### Whose products do we offer?

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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 and sickness and unemployment insurance. Ask us for a list of insurers we offer insurance from.

We can offer products from a single insurer.

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

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A fee

No fee

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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



**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.

**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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The logo for Moneysprite, featuring the word "moneysprite" in a white, lowercase, sans-serif font on a dark blue rectangular background.