

# keyfacts

## About our Regulated Mortgage Services



Philip J Milton & Company Plc  
Choweree House  
21 Boutport Street  
Barnstaple  
North Devon  
EX31 1RP  
Tel: 01271 344300

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### 1. The Financial Conduct Authority (FCA)

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The FCA is the independent watchdog that regulates financial services. 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 are not limited in the range of mortgages we will consider for you and can offer you advice on both first and second charge mortgages.
- We only offer mortgages from a limited number of lenders.
- We only offer mortgages from a single lender.

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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 time-costed fee. Whether you proceed with the application for a mortgage, you will pay us a time-costed fee for our advice and services, which will become payable on completion of our work. If we also receive any payment from the lender when you apply for a mortgage, we shall pass on the full value of that to you in one or more ways. For example, we could reduce our time-costed fee or refund the payment to you.

We will agree the rate we will charge before beginning work. Our typical charges (which are subject to review over time) are:

Director /Financial Adviser	£250 per hour
Paraplanner	£150 per hour
Administrator	£125 per hour

Any work conducted on a time-costed basis is subject to a minimum charge of 3 minutes and in 3 minute increments thereafter. The hourly charge-out rate includes advising, attending on you, dealing with documents, correspondence, specific technical research, telephone calls, support staff, travelling and specific waiting time, etc.

You may ask us for an estimate of how much in total we might charge. This will be subject to a minimum fee of either £375 or 0.4% of the loan amount if higher. If we are unable to identify terms better than those offered by your existing lender, our fee will be capped at the time cost to that point. You may also ask us not to exceed a given amount without checking with you first. You will not incur any fee until you accept our terms first.

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. Who regulates us?**

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Philip J Milton & Company Plc is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 181768. Please be aware that Commercial Buy To Let mortgages are not regulated by the Financial Conduct Authority.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.org.uk/consumers](http://www.fca.org.uk/consumers) or by contacting the FCA on 0800 111 6768.

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## **6. 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 Philip J Milton & Company Plc, Complaints Department, Choweree House, 21  
Boutport Street, Barnstaple, Devon EX31 1RP

...by telephone                Telephone 01271 344300

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

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## **7. 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 up to 100% of £85,000.

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