

Information About Our Services

Laurel Court Associates was formed In August of 2000, when its directors, Alan Bowers and Mark Jones decided to merge their two businesses.

Since that date, Laurel Court has continued to grow and now has a team of administrators, Independent Financial Advisers and Mortgage & Protection advisers, many of which have been with us for many years. We currently have over £100 million of client's assets invested.

We offer a comprehensive financial planning service for all your investment and protection needs:

- **Pension Planning**
When do you want to retire and how much income will you need?
- **Life Assurance**
How much cash would your family need to maintain their current lifestyle if you die prematurely?
- **Income Protection**
Would you require a regular income or a cash sum if you suffered a serious illness or disability?
- **Investments/Regular Savings**
Are you making the best use of any spare capital or surplus income?
- **Mortgages**
Do you want to reduce your current mortgage outlay or are you moving home?

About Us And How We Are Regulated

Laurel Court Associates Ltd, Halfpenny House, 1 Old School Road, Porthcawl CF36 3BU, is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Number is 231749.

Our contact telephone number is 01656 784862 and our email address is admin@laurelcourt.co.uk.

You can check this on the Financial Services Register by visiting the website <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

The Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN.

What is our commitment to you?

Prior to providing you with any advice we will take time to understand your current needs, circumstances, and attitude to risk (where applicable). Any advice provided will be confirmed to you in writing.

Laurel Court Associates Ltd takes all our regulatory responsibilities very seriously and we ensure that all our staff are required to demonstrate their competence to undertake their role and our business is structured in a manner that is designed to meet in full all the requirements set by our regulator, the Financial Conduct Authority, and under European Securities and Market Authority rules.

How are you today?

At some point throughout our lifetime, any of us might need extra support and help at a particular time. This can be due to how we are feeling (or health or disability) or due to a certain life event occurring, or even a language barrier.

If you feel you need extra support and help at this time, do let us know, in confidence, so we can make your journey with us the very best it can be.

How we will communicate with you

Unless you advise us otherwise, we will communicate with you via the following methods of communication:

- Face to Face
- Email
- Telephone
- Letter
- Fax
- Online Video Meeting (Microsoft Teams or Similar)

Please note that all our communications and documents will be provided to you in English.

How do we look after your personal data?

For details of our Data Protection policy, please see our Data Protection Notice, which is attached to this document.

Accounting to you

We will forward to you any documents we receive in relation to business transacted as soon as practicable; where several documents relating to a series of transactions is involved, we will normally hold each document until the series is complete and then forward them to you.

Our Governance Arrangements

Introductions to a third party

We may receive a fee for making introductions to third party product or service providers. Should we receive a fee we will confirm in writing to you what that fee will be.

When acting as an introducer, marketer or promoter of a scheme, no responsibility is accepted for any matters arising from the referral to the scheme product provider. It is your responsibility to ensure that you enter separate Terms & Conditions with the third-party advisor.

How do we deal with your money?

Laurel Court Associates Ltd does not handle clients' money. We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

Conflicts-of-Interest

We have a legal and regulatory obligation to take all appropriate steps to identify and to prevent or manage conflicts of interest from arising. In the event of any of our business interests or activities creating a potential conflict of interest we will ensure that we take all appropriate steps to manage the potential conflict by maintaining robust systems, controls, and staff training. In the unlikely event that we are unable to prevent the potential conflict, we will fully disclose to you, the general nature and/or sources of conflicts of interest and the steps taken to mitigate those risks.

Further details of our conflict-of-interest policy are available upon request.

Other benefits we may receive

We will not receive any financial inducement or gift that will in any way compromise our ability to provide you with suitable advice.

We make no charge and receive no commission for any advice in relation to consumer credit activities.

Regulated and Non-Regulated Mortgage Services

Why do you need to classify me as a client for this advice?

Laurel Court Associates Ltd classifies all mortgage customers as 'clients', which means you are afforded all protections under the rules of the Financial Conduct Authority.

Should we need to classify you differently we will discuss this with you, however, you should aware that you may lose several regulatory protections which will be outlined in a revised agreement.

Whose products we offer.

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

Finance Options

We do offer the following finance options:

Mortgage Products that are regulated by the Financial Conduct Authority	Mortgage Products that are not regulated by the Financial Conduct Authority
Consumer Buy to let	Buy to let
A further advance from an existing lender	A second charge mortgage
A Remortgage	Equity Release
	Bridging Finance

We do not offer the following alternative finance options:

Unsecured Lending	
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Unregulated Mortgages

It is important to point out that not all mortgage loans and services are regulated by the Financial Conduct Authority. Some of the advice and services we provide may relate to loans which are either unregulated or have limited consumer protection.

Before proceeding, we will confirm to you if any product we are recommending is not regulated by the FCA.

You should note that if we are arranging a 'Buy-to-Let' mortgage for you, it is very important to understand that very few Buy-to-Let mortgages are regulated by the Financial Conduct Authority (FCA). If the Buy-to-Let mortgage product being recommended is *not* regulated, we will advise you of this fact beforehand.

We will confirm to you if any product we are recommending is a Business Loan; a Business Buy-to-Let; or a Consumer Buy-to-let loan and whether the product concerned is a non-regulated product.

EQUITY RELEASE SERVICES

Equity release products are either lifetime mortgages or home reversion plans.

Whose products we offer.

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

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 may request an illustration from your adviser whenever our firm provides you with information specific to the amount you want to borrow following assessment of your needs and circumstances.

What will I have to pay you for your advice?

Mortgage Type	Company Typical Attainment Fee
Residential Purchase	£495
Residential Remortgage	£495
Residential Product Transfer (Like for Like)	£195
Residential Product Transfer (With Amendments)	£495
Equity Release	£495

*This fee is payable on attainment of a Mortgage Offer.

In some cases, the total fees payable may be higher, depending on level of extra work that may be required. If this is the case, you will be informed in writing, as to why any extra fees are applicable. This will be advised to you, prior to any fees being paid (including any engagement fee). You will then decide if you wish to proceed or not. We will also be paid a commission by the lender.

You will receive an illustration when considering a particular mortgage, which detail the full commissions and all fees payable by you.

NB. If at any stage of the advice process the fee disclosed to you changes (for example as a result of circumstances uncovered during the fact find process) then Laurel Court Associates Ltd will provide a revised fee and payment basis before fees are due to be paid by you.

When will I have to pay you for your advice?

A fee may be payable upon the application of the mortgage, an attainment fee payable at production of a mortgage offer and any commission will be payable by the chosen lender at the completion of the mortgage.

Will I get a refund if the mortgage does not go ahead?

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

- There will be no refund of our advice fee. This will cover our administration costs.

Non-Investment and General Insurance Services

Why do you need to classify me as a client for this advice?

Laurel Court Associates Ltd classifies all clients as 'consumers' for non-investment insurance business, which means you are afforded all protections under the rules of the Financial Conduct Authority.

Should we need to classify you differently we will discuss this with you, however, you should aware that you may lose a number of regulatory protections which will be outlined in a revised agreement.

Non-Investment and General Insurance permissions

Laurel Court Associates Ltd is permitted to advise on and arrange (bring about) deals in non-investment and general insurance contracts.

Non-Investment and General Insurance services

We offer a personal recommendation based on a fair and personal analysis of the market.

We will provide:

Other advice based on a fair analysis of the market.

What will I have to pay you for advice?

No advice fee will be payable, we will however be paid commission by the provider.

We will provide details of the total commissions, charges, expenses, and benefits, in the illustration provided by the product provider.

Where fees are received on a commission only basis and the policy is cancelled within the policy responsibility period, the providers will reclaim up to 100% of the initial commission paid. This responsibility period can be for up to 4 years from the inception of your policy. In this event, you will be liable to repay this reclaim amount subject to a maximum of £300 (plus any possible legal fees incurred to recover), to help cover the cost of advice and administration we incurred in the initial processing of your policy.

What if I need to complain?

If you wish to register a complaint, please contact us by email, telephone or in writing at address at the front of this agreement.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. <http://www.financial-ombudsman.org.uk>.

Please note, advice given in connection with unregulated mortgage products outlined above may not be eligible for consideration by the Financial Ombudsman Service.

What would happen if the provider you recommend to me were to go out of business?

We have briefly set out some information about the Financial Services Compensation Scheme (FSCS) below. If you would like further information about compensation scheme arrangements, or to make a claim, details are available at www.fscs.org.uk or call 0800 678 1100.

Most of the products we advise on are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if product providers or we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

The actual level of compensation you receive will depend on the basis of your claim. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category (listed below).

Investment firms failing after 1st April 2019

Most types of investment business are covered for 100% of the first £85,000 per person per firm, so the maximum compensation is £85,000 per person per firm.

Deposits firms failing after 1st January 2017

Money in accounts like current and savings accounts, including cash Individual Savings Accounts (ISAs) are covered up to £85,000 per authorised firm (£170,000 for a joint account). It should be noted that 'authorised firms may have different brands. The FSCS will provide a £1million protection limit for temporary high balances held with your bank, building society or credit union if it fails. A temporary high balance would apply when payments have been received in respect of specified life events, details of which can be obtained from FSCS.

Protection and non-Investment Insurance mediation Firms failing after 8th October 2020

Protection is at 100% without limit, where the claim is in relation to a long-term insurance contract that is a pure protection contract, or the claim is in respect of a liability subject to compulsory insurance. In all other cases: 90% of the claim without limit.

Mortgages firms failing after 1st April 2019

Mortgage advising and arranging is covered for 100% of the first £85,000, so the maximum compensation is £85,000 per person per firm.

Where a non-regulated mortgage product has been recommended, you should be aware that such products will NOT normally be eligible for compensation under the FSCS. (Please note that the FSCS does not cover buy to let mortgages)

DATA PROTECTION NOTICE

The Purpose of this Notice

When we provide our services to you, we will collect personal information about you [and others] and we want to be open and transparent with you as to the types of information we collect about you, why we collect it, how we use it and who we may share it with.

The data controller of your personal information is Laurel Court Associates Ltd, registered in England & Wales No: 4075881. Our company address is Halfpenny House, 1 Old School Road, Porthcawl CF36 3BU.

If you have any questions or concerns about our use of your personal information, then please contact us using the contact details provided at the bottom of this Notice in the 'How to contact us' section.

What type of personal information will be processed and why?

We may ask you to provide personal information by filling in hard copy forms and documents or by corresponding with us by phone, e-mail, letter or otherwise or during our meetings with you.

Types of personal information	Why we collect it
<p>Identity details including your name and date of birth.</p> <p>We may ask for copies of identity documents in which case we may collect details including your place of birth and residential address.</p>	<p>To carry out money laundering and financial checks and for fraud and crime prevention and detection purposes.</p> <p>We will only ever use copies of identity documents for this purpose.</p> <p>We collect and process this personal information to comply with our legal and regulatory requirements.</p>
<p>Your contact details including your name, postal, phone and email address(es) and other personal details about you including your title, job title, marital status and date of birth.</p>	<p>To contact you for us to manage, administer and provide our services to you.</p> <p>To respond to any correspondence and service-related enquiries you send to us in respect of our services.</p> <p>To discuss products or services for which you apply or may be interested in applying for.</p> <p>To manage any applications, you make for products or services.</p> <p>To communicate any updates to you including any changes to our services, the terms and conditions of any services which we have provided to you, any changes to this Notice and to our websites.</p> <p>To contact you to receive your feedback on our services and to participate in related surveys.</p>
<p>Financial information relating to you, including pension contributions and current value, salary, bank account balances, credit card balances details of investments and payment card details.</p>	<p>To evaluate your eligibility for products, including making credit searches with credit reference agencies and fraud searches with fraud prevention agencies.</p> <p>To enable us to advise you on your financial circumstances and the appropriateness of specific courses of action and products.</p> <p>We collect and process this personal information for our legitimate business interests.</p> <p>To enable you to make payments for our services.</p> <p>We collect and process this personal information as is necessary for the entry into and performance</p>

	of any agreements between us (i.e., to assess whether you are eligible for products, and once an agreement has been entered into between you and us, so that we can collect payments from your payment card).
Details of your dependents (name and date of birth)	To enable us to provide you with services that you have requested that would involve, or have an impact on, your dependents (who may be adults or minors). Where those dependents are adults, please make sure that you have their permission to provide us with their personal information.
Details of contact that we have had with you such as meetings with you, fact-finding discussions and documentation, recommendations, referrals and quotes. Details of services you have received.	To allow us to provide a professional service to you and to contact you with information about other services of ours that we think you may be interested in). We collect and process this personal information for our legitimate business interests.
Client experience and other feedback and information you provide to us. Information about complaints and incidents. May carry out recordings of calls we receive or make.	To review your feedback and experience with us so that we can improve our products and services for you and for our other clients. We collect and process this personal information for our legitimate business interests (and we may record calls both for quality and training purposes and to comply with our legal and regulatory obligations). <i>Please see section below entitled "When we record communications" for more information.</i>
All of the personal information described above.	We may disclose your personal information to third parties where we are required to do so to comply with applicable laws and regulatory requirements including in circumstances where we are required to do so by a court Order, regulatory authority or any other third party with the lawful right to request and receive the personal information we hold about you (including law enforcement agencies and tax authorities). We may also use your personal information where it is necessary for us to take legal advice in order to establish our legal rights, to bring a claim against you or any related parties or to defend a claim from you or any related parties. We collect and process this personal information for our legitimate business interests including to carry out our own internal business planning, compliance, training, audit and quality assurance purposes.

Depending upon the types of products and services you require, we may also need to collect information from and about you which the law considers to be sensitive, such as data about your physical or mental health, which we refer to as “**special category personal data**”. The special category personal data that we may ask you to provide, and the reasons why we ask you to provide it, are as follows:

Types of special category personal data	Why we collect it
Information about your physical or mental health or condition.	Certain products and services that you request may require this information. Specifically, for us to advise you on and to submit applications for health or life insurance products and services, we will need to collect information relating to your physical and mental health in order to obtain accurate quotes and to advise on the suitability of products (as insurance premiums and eligibility for products will in part depend on your physical and mental health). We will usually collect this information in the course of meetings with you, on specific questionnaires or in the process of completing an application form for such products and services.
Information about your sex life or sexual orientation.	Some providers may ask for this information in the course of your application for their products or services. We will never ask for this information for our own purposes.
Information about your racial or ethnic origin	Some providers may ask for this information in the course of your application for their products or services. We will never ask for this information for our own purposes.

We will only process the special category personal data listed above with your explicit consent. We ask for your consent to the processing of this data at the end of this Notice. You may choose not to provide us with this consent. **However, please note that if you do not provide us with your consent to collect and process the information listed in the table above:**

- **we may not be able to advise you fully in respect of certain products and services which require this information** (in particular those relating to health or life insurance).;
- **your application may be rejected by the providers of products and services which require this information; or**
- **the quotes for such products and services may be higher than would be the case if this information were provided.**

In some circumstances, we may receive information about you from third parties. We will receive information about you from Credit Reference Agencies and Fraud Prevention Agencies. This may include details of the products and services you have applied for, those lenders, finance, and credit organisations with whom you have (and have had) an agreement with, the amounts advanced, the amount and frequency of repayments and whether you have made your repayments on time and in full. This will help us make the best possible assessment of your financial situation before we decide whether we can provide you with our services and/or recommend any specific products and services. It is in our legitimate interests to process your personal information for this purpose. We may also ask you to provide Letters of Authority to allow us to receive information about you from providers.

When we record communications

We, and persons acting on our behalf, may record and/or monitor communications (including telephone conversations over landlines and mobile phones, emails, instant messaging, chat rooms, fax and other electronic communications) between our staff and you. We will only record communications between us in

order to comply with our legal and regulatory requirements - as a regulated financial adviser, the law requires us to record these communications.

We may also record and/or monitor communications for training and quality assurance purposes but will always ask for your consent before recording communications for these purposes. If you choose not to provide your consent in these circumstances, we will still be entitled to record and/or monitor communications if we are under a legal obligation to do so (but will only be able to use the recordings for those purposes).

Who might my personal information be shared with?

We may disclose your personal information to the following categories of recipients:

to providers of financial services, insurance and investment products and services in respect of whom you request us to submit applications on your behalf and to receive updates from such providers in order for us to provide our services to you throughout the lifetime of our relationship with you.

to our **suppliers and partners** in order for them to help us provide our services to you, this includes: our **IT systems providers** to assist us with providing you with an efficient, modern, and professional service. our suppliers of **audit and regulatory compliance support services** who may review our records containing your personal information to audit and report to us on our compliance with applicable laws and regulatory requirements.

our **accountants, solicitors, insurer(s) and insurance broker(s)** and any other provider of professional services to us.

to **Credit Reference Agencies and Fraud Prevention Agencies** to help us make the best possible assessment of your financial situation before we decide whether we can provide you with services. We are also required to provide information to such agencies so that they can update the information which they hold about you and which they may share with other organisations.

to **other financial institutions or regulatory bodies** with whom information is shared for money laundering checks, credit risk reduction and other fraud and crime prevention purposes.

to a **prospective buyer** (and its agents and advisers) in the event we intend to sell any part of our business or its assets or if substantially all of our assets are acquired by a third party, in which case your personal information could form part of one of the assets we sell, provided that we inform the buyer it must use your personal information only for the purposes described in this Notice. We will never rent or sell your personal information other than as part of a sale of our business.

to any **national and/or international regulatory, enforcement body, government agency or court** where we believe disclosure is necessary.

as a matter of applicable law or regulation (including where we are required by law to provide information to organisations such as HMRC),

to exercise, establish or defend our legal rights, or

(i) to protect your vital interests of those of any other person; and

- to any **other person with your consent** to the disclosure or where we are permitted to do so by law.

Our legal basis for processing personal information

Our legal basis for collecting and using your personal information will depend on the personal information concerned and the specific context in which we collect it.

In respect of the personal information and the purposes for which we may process your personal information which are set out in this Notice, we have confirmed the legal basis upon which we collect and process your personal information in the 'What type of personal information will be processed and why?' section above. If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you or with your explicit consent, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

Similarly, if we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make clear to you at the relevant time what those legitimate interests are.

If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under the “How to contact us” heading below.

Your data protection rights.

You have the following data protection rights:

If you wish to **access, correct, update or request deletion** of your personal information, you can do so at any time by contacting us using the contact details provided under the “How to contact us” heading below.

In addition, you can **object to processing** of your personal information, ask us to **restrict processing** of your personal information or **request portability** of your personal information. Again, you can exercise these rights by contacting us using the contact details provided under the “How to contact us” heading below.

You have the right to **opt-out of marketing communications** we send you at any time. You can exercise this right by clicking on the “unsubscribe” or “opt-out” link in the marketing e-mails we send you. To opt-out of other forms of marketing (such as postal marketing or telemarketing), then please contact us using the contact details provided under the “How to contact us” heading below.

Similarly, if we have collected and process your personal information with your consent, then you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent. For specific information about our processing of your sensitive category personal data with your consent, please see the “Your consent to us processing your special category personal data” heading below.

You have the **right to complain to a data protection authority** about our collection and use of your personal information. For more information, please contact your local data protection authority. (Contact details for data protection authorities in the European Economic Area, Switzerland and certain non-European countries (including the US and Canada) are available at http://ec.europa.eu/justice/data-protection/article-29/structure/data-protection-authorities/index_en.htm.)

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

Data Retention

We retain personal information we collect from you where we have an ongoing legitimate need to do so, for example:

to provide you with a product or service you have requested us to provide,

to perform our contractual obligations to you.

to comply with applicable legal, tax or accounting requirements.

to defend or manage any claims or complaints between us, you and any relevant third party including taking legal advice in respect of such claims to establish, exercise or defend our legal rights or such claims. This would include complaints and claims which you may bring against us, or which are submitted to a court, regulatory authority, or ombudsman.

When we have no ongoing legitimate need to process your personal information, we will either delete or anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

Updates to this Notice

We may change or update this Notice in order to maintain our compliance with applicable law and regulation or following an update to our internal practices. When we update our Notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make.

How to contact us

If you would like to contact us in relation to this Notice or if you have any other questions in respect of our processing of your personal information, please contact either of the company directors; Mark Jones or Alan Bowers either in writing to Halfpenny House, Old School Road, Porthcawl CF36 3BU, by email mark@laurelcourt.co.uk / alan@laurelcourt.co.uk or by telephone on 01656 784862.

Communications about other products or services

We would like to contact you from time to time with details of new products, services, promotions, and other information which may be of interest to you.

We can contact by email, post, text message and telephone.

Your consent to us processing your special category personal data.

As explained above, we can only process the special category personal data listed in the tables within the **Data Protection Notice** section with your explicit consent. We ask for your explicit consent to the processing of this data below. You may choose not to provide us with this consent. However, **please note that if you do not provide us with your explicit consent to process the special category personal data listed above, this may affect our ability to advise you on your options and it may limit the products and services which are available to you and may result in your application being rejected or result in higher quotes being provided to you** (in particular those relating to health or life insurance).

Reason we need to obtain general personal data.

To confirm that the personal and confidential information provided can be disclosed by the adviser for the purposes of arranging a mortgage, regulated / unregulated financial products on your behalf.

This declaration relates to the information given on this form and to any other information which I provided to Laurel Court Associates Ltd. We agree that it may hold computer information for administration, research, analysis, credit assessment, fraud prevention and the marketing of financial and related products and services. I understand that I have a right to ask you to send me a copy of this information (on payment of an administration fee) and the right to request you to change this information that is incorrect.