

About our Equity Release services



therightequityrelease

The Right Equity Release Limited

24 The Lea, Kidderminster, Worcestershire,
DY11 6JY

1. Whose products do we offer?

Insurance

We offer products from a range of insurers for term assurance, critical illness, Income Protection and buildings and contents insurance

Equity Release Products

We offer equity release products from the whole market.

2. Which service will we provide you with?

Insurance

We will advise and make a recommendation for you after we have assessed your needs for term assurance, critical illness and Income Protection

Equity Release Mortgages

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

3. What will you have to pay us for our services?

Insurance

No fee for term assurance, critical illness and Income Protection

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

Equity Release Mortgages

- No fee. We will be paid by commission
- A fee of 1.5% of the total facility subject to a minimum charge of £995 payable on completion. We will also be paid commission from the company that lends you the money.
- A fee of £2000 payable on application of an equity release product. We will refund any commission payable to you.

You will receive a keyfacts illustration when considering a particular equity release product, which

will tell you about any fees relating to it

4. Refund of fees

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

✓ No refund

5. Who regulates us?

The Right Equity Release Limited, 24 The Lea, Kidderminster, Worcestershire, DY11 6JY is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 521283.

Our permitted business is advising on and arranging insurance and mortgage solutions.

You can check this on the FCA's Register by visiting the FCA's website

<http://www.fsa.gov.uk/register/home.do> or by contacting the FCA on 0800 111 6768

6. What to do if you have a complaint

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

In writing: Write to 24 The Lea, Kidderminster, Worcestershire, DY11 6JY

By phone: Telephone 01562 743188

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>

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

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

For firms declared in default on or after 3 July 2015

Protection is at 100% where claims:

- (a) arise in respect of a liability subject to compulsory insurance; or
- (b) arise in respect of a liability subject to professional indemnity insurance; or
- (c) arise from the death or incapacity of the policyholder due to injury, sickness, or infirmity including contracts for Long Term Insurance such as Long Term Care, pensions and annuities

Protection is at 90% where claims arise under other types of policy with no upper limit

Equity Release Products

For claims against companies declared in default from 1st January 2010. Mortgage advising and arranging is covered for 100% of the first £50,000 so the maximum compensation is £50,000 per person per firm

Further information about compensation scheme arrangements is available from the FSCS. Visit www.fscs.org.uk or 0800 678 1100.
