
1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?

- We offer equity release products from the whole market.
- We only offer equity release products from a limited number of companies. Ask us for a list of the companies we offer products from.
- We only offer equity release products from a single company.

3. Which service will we provide you with?

- We will advise and make a recommendation for you on equity release products 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 equity release products that we will provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay us for this service?

- No Fee, we will be paid commission from the provider.
- No upfront broker fees are payable. On completion of the plan, a fee of up to 3% of the advance arranged (subject to a minimum of £795, and a maximum of £1,595) will be charged, but only on successful completion of the Equity Release product. We will also be paid commission from the product provider.

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

5. Who regulates us?

Shire Direct Mortgages, Shire House, Coach Drive, Eastwood, Nottinghamshire NG16 3DR is authorised and regulated by the Financial Services Authority. Our FSA Register number is 302389.

Our permitted business is advising on, arranging, and making arrangements with a view to regulated mortgage contracts, including regulated equity release services and non-investment insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/ or by contacting the FSA on 0845 606 1234.

6. What to do if you have a complaint

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

...in writing Write to: The Managing Director, Shire Direct Mortgages, Shire House, Coach Drive, Eastwood, Nottingham NG16 3DR.

...by phone Telephone: 01773 719 999

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

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.

Equity release advising and arranging is covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000.

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

**Message from the Financial Services Authority.
Think carefully about this information before deciding whether you want to go ahead.
If you are at all unsure about which equity release transaction is right for you,
you should ask your adviser to make a recommendation.**