

About our mortgage services

Longcross Capital

The Old Vicarage, Longcross Road

Longcross, Surrey

KT16 0DU

1. Whose mortgages do we offer?

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders.
Ask us for a list of the lenders we offer mortgages from.
- We only offer mortgages from a single lender.

2. Which service will we provide you with?

- 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.

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

- No fee
- A fee of up to 0.5% is payable upon completion. For example, a bridging loan of £150,000 will attract a 0.5% fee of £750

You will receive an illustration which will tell you about any fees relating to a particular mortgage.

4. Refund of fees

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

- A full refund
- A refund of £Nil
- No refund

5. What to do if you have a complaint

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

...in writing

Write to: Longcross Capital, The Old Vicarage, Longcross Road, Longcross, Surrey, KT16 0DU

...by phone

Telephone: 0870 881 0660
