

MOGEJE



Initial Disclosure – Residential mortgages

About this document

It is important that MOGEJE customers read this document as it confirms important regulatory information about MOGEJE, the services that MOGEJE offers, and the protections that MOGEJE customers have.

By choosing to transact business with MOGEJE, MOGEJE customers agree to accept and be bound by the contents of this document.

How MOGEJE is regulated

MOGEJE LTD is authorised and regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and MOGEJE customers can check MOGEJE's authorisation and permitted activities on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register.

MOGEJE's Financial Services Register number is 975909.

MOGEJE's services

MOGEJE advises on and arranges first charge mortgage products. Following an assessment of MOGEJE customers personal needs and circumstances, including a detailed assessment of affordability, MOGEJE will recommend a suitable mortgage product.

MOGEJE will consider all products and lenders that MOGEJE has access to.

Where MOGEJE customers are increasing borrowing or consolidating existing loans, the following options may be available;

- arranging a separate second charge mortgage
- borrowing through an unsecured loan

MOGEJE will not consider these options when making MOGEJE's recommendation.

No fees are payable for MOGEJE's services.

MOGEJE will be paid commission by the lender; the amount of the commission due to be paid will be available upon request, and will be disclosed to MOGEJE customers as part of the MOGEJE recommendation provided, via the mortgage illustration. The amount of commission paid will vary between lenders.

MOGEJE's ethical policy

MOGEJE is committed to providing the highest standard of service possible to MOGEJE customers. To achieve this, MOGEJE has designed systems and procedures to place MOGEJE customers at the centre of MOGEJE's business. In doing so, MOGEJE will:

- be open, honest, and transparent
- communicate clearly, and without jargon
- seek MOGEJE customer views and feedback to ensure high standards of service, and to identify any improvements that can be made
- where possible, MOGEJE will adapt communication means according to MOGEJE customer needs

How MOGEJE will operate

MOGEJE customers will be required to complete an online MOGEJE fact find (online customer questionnaire) to enable MOGEJE to better understand MOGEJE customers' circumstances and needs. This will enable MOGEJE to give appropriate mortgage advice. A link to MOGEJE's fact find is available on MOGEJE's website.

MOGEJE will then conduct research to establish which product is most suitable and provide a MOGEJE recommendation. This recommendation will be made up of a

Mortgage Illustration, Suitability Report, and Mortgage Summary, and will be provided in writing, via email.

However, MOGEJE may adapt communication means according to MOGEJE customer needs.

If happy to proceed with MOGEJE's recommendation, MOGEJE customers will be required to complete a MOGEJE acceptance (online customer confirmation). MOGEJE will then commence the process of arranging the mortgage with the lender.

Cancellation rights

Depending on the product provided, there will be different cancellation rights. These will be disclosed by the provider in their communications. It is the responsibility of MOGEJE customers to exercise these rights in a timely fashion, MOGEJE cannot do this on behalf of MOGEJE customers.

Instructions

MOGEJE will normally accept MOGEJE customers' instructions in writing, via email. It is recommended that all instructions are provided in writing, via email, for the avoidance of misunderstandings.

Complaints

If MOGEJE customers wish to register a complaint, MOGEJE can be contacted here:

Email: hi@mogeje.com

Phone: 0330 043 4112

Post: MOGEJE LTD, St.James Chambers, 70 Hill Top,
West Bromwich, West Midlands, England, B70 0PU

A summary of MOGEJE's internal complaints handling procedures for the reasonable and prompt handling of a complaint is available on request, and if a complaint cannot be settled with MOGEJE, MOGEJE customers may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting 0800 023 4567. The Financial Ombudsman Service is a free service that settles complaints between customers, and companies that provide financial services.

Financial Services Compensation Scheme (FSCS)

For claims against companies declared in default from 1st April 2019, mortgage advising and arranging is covered for 100% of the first £85,000 so the maximum compensation is £85,000 per customer per firm. Further information about compensation scheme arrangements is available from the FSCS at www.fscs.org.uk or by contacting 0800 678 1100.

Client money

MOGEJE does not handle client money. Under no circumstances will MOGEJE handle cash. Any third-party payments must be made by MOGEJE

customers to any third-party directly.

MOGEJE customer verification

MOGEJE may be required to verify the identity of MOGEJE customers to enable services to be provided, and to ensure that the information held is up-to-date. For this purpose, MOGEJE may use electronic identity verification systems, and MOGEJE may conduct these checks from time to time, as and when necessary.

Law

This agreement is governed, and shall be construed in accordance with the Law of England, and the parties shall submit to the exclusive jurisdiction of the English Courts.

Force Majeure

MOGEJE shall not be in breach of this agreement, and shall not incur any liability to MOGEJE customers, if there is any failure to perform MOGEJE's duties due to any circumstances reasonably beyond MOGEJE's control.

Termination

The authority for MOGEJE to act on behalf of MOGEJE customers may be terminated at any time, without penalty, by either party giving 7 days notice in writing to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination shall be settled to that date.

MOGEJE customer responsibilities

It is the responsibility of MOGEJE customers to deal with MOGEJE in an honest and transparent way. Failure to disclose key facts that relate to personal circumstances could significantly influence the advice provided. In some circumstances, failure to disclose information could impact upon MOGEJE customers ability to obtain the most suitable mortgage product, and could even invalidate the product, such as in the event it is interpreted as material non-disclosure that could be considered to be a fraudulent act.

It is also the responsibility of MOGEJE customers to check that the mortgage arranged is as expected, therefore MOGEJE customers should check the mortgage offer document provided. If it is not as expected, MOGEJE should be notified.

MOGEJE customer consent

MOGEJE intends to rely on this document for the services provided to MOGEJE customers. For MOGEJE customers' benefit and protection, this document should be read carefully before accepting its contents and proceeding with MOGEJE's services. If any points are not understood, MOGEJE should be asked for further information.