RELEVANT LIFE
INSURANCE SPECIALISTS

Relevant Life Insurance Specialists

The Right Mortgage & Protection Network 70 St. Johns Close, Knowle, Solihull, B93 0NH, GB

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Office: 020 3805 2292
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Information about our insurance services

The following information is to help you decide if our services are right for you. It is important to us that you understand the services we are providing, so please take time to read this document carefully. If you have any questions, please do not hesitate to ask your advisor.

Our Services

Business & Personal Protection Insurance

Protection insurance provides insurance against personal changes in circumstances such as death, illness or inability to work. We will provide advice and make a personal recommendation for you after we have assessed your needs and circumstances. We provide an intermediary service and act on your behalf. We are able to provide advice on the following products:

- Relevant Life plans
- Executive Income Protection
- Group Life, Critical Illness and Income Protection
- Loan, Shareholder & Key Person cover
- Personal Life Insurance
- Critical Illness Cover
- Income Protection
- Family Income Benefit
- Whole of Life

The Products We Offer

Insurance

We recommend products based on a fair and personal analysis for term assurance, critical illness, whole of life insurance, family income benefit and income protection.

The Cost of Our Services

We arrange the policy with the insurer on your behalf. You do not pay us a fee for doing this. We receive commission from the insurer which is a percentage of the total annual premium.

You can request an illustration that will tell you about any commission that we receive in relation to the contract of insurance.

Conflict of Interest

We will not transact business where we believe this could result in a conflict of interest. Where we believe that our interests conflict, we will inform you in writing and agree with you how we can proceed.

Additional Services

We have a regulatory duty to advise you of foreseeable risk and recommend ways to mitigate those risks. As part of this process, we may recommend that you work with a trusted partner to do so. We may receive a referral fee from these partners.

Your Responsibilities

You must be honest and transparent in the information you provide. Incomplete or inaccurate information about you, your health or any existing products you hold could impact our advice and result in a less suitable recommendation.

In the worst case, it may result in your mortgage or insurance becoming void, and if considered fraudulent impact your future ability to obtain credit or insurance.

If your circumstances change before the completion of your mortgage or your insurance application you should inform you advisor immediately so they can ensure the advice given is still relevant and make any appropriate adjustments.

You should check all information and documents provided to ensure they accurately reflect your circumstances and expectations. Do not hesitate to contact your advisor if you have questions or concerns.

Additional Needs

We are committed to ensuring good advice and outcomes regardless of needs and circumstances, including any disabilities or vulnerabilities.

Please let us know of any such circumstances or special needs you may have so that we can ensure they are accommodated.

Information Security and Data Privacy

The security and protection of your data is important to us. Full details on how we process and use your information is included in the Data Privacy Notice provided with this document.

Complaints

If you wish to register a complaint please contact us using any of the follow:

Write to:

The Right Mortgage Limited
70 St. Johns Close
Knowle
Solihull
B93 0NH

Email

complaints@therightmortgage.co.uk

Telephone

01564 732744

If we do not resolve the complaint to your satisfaction, you may also contact The Financial Ombudsman Service who can be contacted at: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone: 0800 0234567. Email: complaint.info@financial-ombudsman.org.uk

Regulation

Relevant Life Insurance Specialists is a trading style of The Right Broker Limited, an appointed representative of The Right Mortgage Limited, St Johns Court, 70 St. Johns Close, Knowle, Solihull B93 0NH, which is authorised and regulated by the Financial Conduct Authority (FCA). The Right Mortgage Limited's Financial Services Register number is 649443. The FCA is an independent watchdog that regulates financial services.

The Right Mortgage Limited's permitted business is advising and arranging regulated mortgage contracts (some of which may be Buy to Let finance) and non-investment insurance contracts. The Right Mortgage Limited is only responsible for the services disclosed in this document, or any additional The Right Mortgage Limited 'information about our services' document provided to you. All other services are the sole responsibility of Relevant Life Insurance Specialists.

You can check this on the Financial Services Register by visiting the FCA's website https://www.fca.org.uk/firms/financial-services-register or by contacting the FCA on 0800 111 6768.

In most cases, advising on and arranging Buy to Let mortgages is not regulated by the Financial Conduct Authority.

However, where you or a close relative intend to occupy the property, or if you or a close relative have lived in the property before then these are likely to be regulated by the Financial Conduct Authority.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if you are due compensation from us and we are unable to pay what you are owed. Entitlement to compensation will depend on the type of business and the circumstances of the claim.

Insurance

Advising and arranging is covered for 100% of the claim with no upper limit for long-term insurance (e.g. life insurance)

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