



Client Agreement

This is an important document that you need to read as it explains the service you are being offered and how you will pay for it. This client agreement is an explanation of how the firm operates, the scope of the services we can provide, how we are remunerated. Use the information to decide if our services are right for you. The provisions of this Client Agreement will take effect immediately they are signed by you and will continue in force until they are cancelled by you or us, or they are replaced by an updated Client Agreement.

Our Status

Building Funding Solutions Limited is a credit broker and not a lender.

We are authorised and regulated by the Financial Conduct Authority, firm reference number 626419. You can check this on the register by visiting the FCA's website (www.fca.org.uk) or by contacting the FCA at 12 Endeavour Square London E20 1JN or telephone 0800 111 6768.

Building Funding Solutions Limited is a full member of the National Association of Commercial Finance Brokers (NACFB).

Data Protection

We are registered with the Information Commissioner's Office (www.ico.org.uk) under registration reference ZA055274. Please refer to our separate Data Protection document for further details. A copy of our Privacy Notice that confirms the fair processing of data is available on request.

Your status

You are classified as a commercial client which means that some of the protections afforded to retail clients are not available to you, for example, access to the Financial Ombudsman Service.

Our service

We offer an initial consultation with no obligation, during which we will describe our services more fully, what we believe we can do for you and explain how we are remunerated.

We will gather and analyse the financial information about your property funding requirements to understand your aims and objectives. We will conduct research and consider your financial objectives and attitude to any risks that may be involved.

When discussing your funding solution, we will first detail the services we offer and the costs of those services before we analyse your needs. We have access to lenders from across the market and will illustrate and discuss a range of suitable lenders.

We do not give advice. We will discuss a range of options from which you will be in a position to make an informed decision in relation to the most appropriate funding for your project. We will then arrange the loan and work with you and the lender until the loan is fully drawn down.

Conflicts of Interest

Occasions may arise where we or one of our clients have some form of interest in business being transacted by you. If this happens or we become aware that our interests or those of one of our clients conflicts with your interests, we will write to you and obtain your consent before we carry out your instructions and detail the steps we will take to ensure fair treatment.

Service and Standards

We are committed to providing the highest standard of service. Your interests are very important to us and for any service we provide we will:

- be open, honest, and transparent in the way we deal with you;
- not place our interests above yours; and
- communicate clearly, promptly, and without jargon.

Our remuneration

Commission is paid by the lender that we arrange your finance with this commission is added to the loan. We will confirm the amount of the commission before we arrange the funding.

Under current legislation our services are not subject to VAT, but should this change in future, and where VAT becomes due, we will notify you before conducting any further work.

For all funding requirements we work on a 'no success, no commission' basis. If we cannot raise the finance that you are happy with, we will not charge you for the time that we spend on your proposal. Because of this we are highly selective before formally engaging with a client. We only choose to work on funding requests for which we feel confident that we can add value.

Commission is split into two:

- Commission payable when you choose to sign and accept in writing a formal credit-backed offer letter arranged through us on your behalf.
- Commission, payable upon first draw-down of the facility. If the chosen lender pays us commission by way of an introductory fee we fully disclose this and will offset this payment accordingly.

Client money

Building Funding Solutions Limited is not permitted to handle client money or handle cash and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice).

Instructions

We prefer our clients to give us instructions in writing, to aid clarification and avoid future misunderstandings. This is usually by exchange of emails. We will accept oral instructions and will confirm by email.

Complaints

If you wish to register a complaint you may do so by the following methods:

- by telephone to 01483 234 974;
- by email beverley@buildingfundingsolutions.co.uk; or
- in writing 68 Ashley Road, Walton on Thames, Surrey, KT12 1HR

If you remain dissatisfied with the outcome of our investigation, you may contact the Financial Ombudsman Service www.financial-ombudsman.org.uk within six months of our final response letter:

- by email: complaint.info@financial-ombudsman.org.uk
- by phone: 0300 123 9123
- by letter: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

A summary of our internal complaints handling procedures is available on request.

Identification and verification

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up to date. For this purpose, we will request documents from you and other parties to the transaction.

Declaration

Client consent

This is our standard client agreement upon which we intend to rely. For your own benefit and protection, you should read these terms carefully. If you do not understand any point, please ask for further information.

I/We agree to the terms of this Client Agreement and the method of remuneration as described above.

Client name:

Client signature:

Date: