



Terms of Business



Trusted Financial Advice



Because
Your Mortgage Matters.

About us

Trusted Financial Advice: Your Trusted Financial Partner for a Secure Future

In today's fast-paced world, achieving financial security and prosperity is a top priority for individuals and families across the UK. At Trusted Financial Advice, we understand that navigating the complexities of finance can be daunting. That's why we're here - to empower you with the knowledge, strategies, and technology you need to build a brighter financial future.

Why Choose Trusted Financial Advice?

Expertise You Can Trust: TFA was established in 1997 originally as Tom French and Associates Ltd (TFA) and has been helping clients make informed decisions ever since. Our dedicated professionals possess the knowledge and insights required to help you achieve your financial objectives. We stay ahead of market trends, technology developments and regulatory changes to provide you with the best possible advice.

Personalised Financial Solutions: We recognise that each of our clients have unique goals and circumstances. Our approach is tailored to your specific needs, ensuring that your financial plan aligns perfectly with your aspirations.

Comprehensive Financial Services: From retirement planning to investment management, estate planning, mortgages, tax strategies, protection planning and more, Trusted Financial Advice offer a full spectrum of financial services.

Commitment to Integrity: Trust is the cornerstone of our business. We uphold the highest ethical standards, prioritising your interests above all else. Our transparent and honest approach ensures your peace of mind.

Client-Centric Focus: Your financial well-being is our priority. We build lasting relationships with our clients, providing ongoing support and guidance as your financial goals evolve.

Reviews: <https://www.feefo.com/en-GB/reviews/tom-french-associates-limited>

Our contact details:

Trusted Financial Advice

Prudence House
Langage Business Park
Plympton
Devon
PL7 5JX

Our contact telephone number: **01752 347070**

Our email address: enquiries@tfagroup.co.uk

Our website: www.tfagroup.co.uk

Our People: <https://tfagroup.co.uk/our-people/>

How are we regulated?

Tom French & Associates Ltd trading as Trusted Financial Advice is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Number is 185513. You can check this on the Financial Services Register by visiting the website <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

Unless we tell you otherwise, we'll treat you as a **retail client** for Mortgage & Protection business. This means that you are given the highest level of protection available under the UK's regulatory system.

What is our commitment to you?

Prior to providing you with any advice we will take time to understand your current needs, circumstances, and attitude to risk (where applicable). Any advice provided will be confirmed to you in writing.

Trusted Financial Advice takes its regulatory responsibilities very seriously and we ensure that all our advisers and staff are required to demonstrate their competence to undertake their roles. Our business is structured in a manner that is designed to meet in full, all the requirements set by our regulator, the Financial Conduct Authority, and under European Securities and Market Authority rules.

What are your obligations?

Our advice will be based on the information that you give so it is important that you provide us with accurate and up-to-date information when we request details about your circumstances and objectives. This will allow us to provide you with the appropriate advice. If you limit the information provided it could affect the suitability of the advice we give.

How are you today?

At some point throughout our lifetime, any of us might need extra support and help at a particular time. This can be due to how we are feeling (or health or disability) or due to a certain life event occurring, or even a language barrier. If you feel you need extra support and help at this time, do let us know, in confidence, so we can make your journey with us the very best it can be.

How will we communicate with you?

Unless you advise us otherwise, we will communicate with you via the following methods of communication:

- Face to Face (either in person or via video call)
- Our Personal Finance Portal (preferred) or Email
- Telephone

Please note that all our communications and documents will be provided to you in English. We can provide the following additional services as appropriate:

- Braille
- Large Print
- Talking documents
- Recorded Meetings, full video and/or audio

How do we work?



How do we look after your personal data?

For details of our Data Protection policy, please see our Data Protection Notice, which can be found on our website: <https://tfagroup.co.uk/privacy-policy/>

What if we introduce you to a third party?

We may receive a fee for making introductions to third party product or service providers. Should we receive a fee we will confirm in writing to you what that fee will be.

When acting as an introducer, marketer or promoter of a scheme, no responsibility is accepted for any matters arising from the referral to the scheme product provider. It is your responsibility to ensure that you enter separate Terms & Conditions with the third-party advisor.

How do we deal with your money?

Trusted Financial Advice does not handle clients' money. We never accept a cheque made out to us (unless it is a cheque in settlement of charges or disbursements for which we have sent you an invoice) or handle cash.

What happens if there is a Conflict of interest?

We have a legal and regulatory obligation to take all appropriate steps to identify and to prevent or manage conflicts of interest from arising. In the event of any of our business interests or activities creating a potential conflict of interest we will ensure that we take all appropriate steps to manage the potential conflict by maintaining robust systems, controls, and staff training. In the unlikely event that we are unable to prevent the potential conflict, we will fully disclose to you, the general nature and/or sources of conflicts of interest and the steps taken to mitigate those risks.

How do we work to prevent Financial Crime?

We are obliged to put in place controls to prevent our business from being used for Money Laundering and any other forms of financial crime.

We will verify your identity before undertaking any business with you. To do this we use electronic identity verification systems, and we may conduct these checks from time to time throughout our relationship, not just at the beginning. The check may leave a 'footprint' on your credit file, but it will not affect your credit rating.

What if you need Legal or Accounting Advice?

We are not qualified to provide legal or accounting advice or to prepare any legal or accounting documents. This means that the onus is on you to refer any point of law or accountancy that may arise during our discussions, to a solicitor or accountant.

What is an Unregulated Mortgage?

It is important to point out that not all mortgage loans and services are regulated by the Financial Conduct Authority. Some of the advice and services we provide may relate to loans which are either unregulated or have limited consumer protection.

Before proceeding, we will confirm to you if any product we are recommending is not regulated by the FCA.

You should note that if we are arranging a 'Buy-to-Let' mortgage for you, it is very important to understand that very few Buy-to-Let mortgages are regulated by the Financial Conduct Authority (FCA). If the Buy-to-Let mortgage product being recommended is *not* regulated, we will advise you of this fact beforehand.

We will confirm to you if any product we are recommending is a Business Loan; a Business Buy-to-Let; or a Consumer Buy-to-let loan and whether the product concerned is a non-regulated product.

What are your cancellation rights?

You will be provided with the full details of any financial products we recommend to you. This will include information about any product cancellation rights along with any other early termination rights and penalties. Please note that there is no right to cancel a mortgage contract once the mortgage transaction has been concluded.

Whose products do we offer:

Advice on Mortgages, independently from across the whole market, but not mortgages that you can only obtain by going directly to a lender.

Advice on protection products such as Life Insurance, Critical Illness and Income Protection insurance, sourcing products independently from across the market with no restrictions.

For Accident, Sickness and Unemployment cover or Mortgage Payment Protection Insurance, we make a recommendation based on a fair and personal analysis of the market.

For Home Insurance, we make a recommendation based on a fair and personal analysis of the market.

What Alternative Finance Options are available?

Firms are not obliged to explore whether any of the alternative finance options below, are more appropriate, if they do not provide that service.

We do offer this service and can recommend the following alternative finance options:

- Mortgage products that are not regulated by the FCA
- Further advances from existing lender
- Remortgages
- Second charge mortgages
- Buy to let mortgages
- Consumer buy to let mortgages
- Unsecured lending
- Bridging finance

Which service will we provide you with?

For Mortgages and Protection products we will advise and make a recommendation for you after we have assessed your needs.

You may request an illustration from your adviser whenever our firm provides you with information specific to the amount you want to borrow following assessment of your needs and circumstances.

What will I have to pay you for your advice and when?

Standard Purchase or Re-Mortgage – Typically a fee of £300 is payable when you apply for your mortgage. We will also receive a commission from the lender after the mortgage completes.
Product Transfer Mortgages – Typically no fee is payable. We will be paid commission by the lender after the mortgage completes.
Complex Mortgages - Typically a fee of £500 is payable when you apply for your mortgage. Complex cases include Adverse Credit, Debt Consolidation, Equity Release, Self-Build, non-standard housing construction, Portfolio landlords or a mortgage arranged through a limited company. We will also receive a commission from the lender, after the mortgage completes.
TFA’s Mortgage Administration service - a fee of £175 is payable when you apply for a mortgage.
General Insurance such as Accident, Sickness, Unemployment and Home Insurance - we will be paid commission from the insurance provider once the policy has commenced.
Protection Insurance advice - no fee is payable. We will be paid commission by the protection provider after the policy has commenced. *

Important additional information:

- *In most circumstances for protection planning business we receive a commission payment from a product provider. If the commission payment relates to a regular contribution policy and you stop paying premiums on that policy, we are obliged to refund the commission received back to the policy provider. In such cases, we reserve the right to request the full payment of any outstanding balance of charges for our services.
- An additional fee will be payable if the mortgage application process uncovers further complexity, this fee will be disclosed and agreed in writing via an email or our PFP portal prior to any additional work taking place.
- You will receive an illustration when considering a particular mortgage or protection product, which details the full remuneration and all fees payable by you.
- A list of commonly used lenders and the procurement fees they pay us is available on request.
- If we charge you a fee, and your mortgage does not go ahead, you will receive no refund of our fee. For Protection planning we reserve the right to keep all or a portion of the agreed fee to cover our costs to date.
- None of the fees mentioned above are subject to VAT.

What if things go wrong?

What if you need to complain?

If you are unhappy with our advice or any aspect of our service, we encourage you to contact us as soon as possible, using the contact information at the beginning of this document. We will do our best to resolve your concerns.

We have a complaints procedure, and we can provide further details on request. If you do have a complaint, and you are not happy with our response, the Financial Ombudsman Service (FOS) may be able to help. The FOS settles disputes between financial services business and their clients. Full details are available at www.financial-ombudsman.org.uk.

If your complaint relates to products or services you have bought from us online, or by other electronic means such as by email, you may refer your complaint to the online dispute resolution (ODR) platform at <http://ec.europa.eu/odr>.

Please note, advice given in connection with unregulated mortgage products outlined above may not be eligible for consideration by the Financial Ombudsman Service.

Additional peace of mind

We have briefly set out some information about the Financial Services Compensation Scheme (FSCS) below. If you would like further information about compensation scheme arrangements, or to make a claim, details are available at www.fscs.org.uk or call 0800 678 1100.

Most of the products we advise on are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if product providers or we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

The actual level of compensation you receive will depend on the basis of your claim. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category (listed below).

- Protection and non-Investment Insurance mediation Firms failing after 8th October 2020 - Protection is at 100% without limit, where the claim is in relation to a long-term insurance contract that is a pure protection contract, or the claim is in respect of a liability subject to compulsory insurance. In all other cases: 90% of the claim without limit.
- Mortgages firms failing after 1st April 2019 - Mortgage advising and arranging is covered for 100% of the first £85,000, so the maximum compensation is £85,000 per person per firm. Where a non-regulated mortgage product has been recommended, you should be aware that such products will NOT normally be eligible for compensation under the FSCS.

(Please note that the FSCS does not cover most buy to let mortgages.)