

# Terms of Business

**UK Mortgage Lending Limited t/a Pepper Money is an authorised lender specialising in the provision of second charge mortgage facilities for our customers.**

We are committed to responsible lending, ensuring that we act in the best interests of our customers and treat them fairly at all times. Our mortgage advisers are fully qualified to make suitable second charge mortgage product recommendations.

**UK Mortgage Lending Limited t/a Pepper Money is authorised and regulated by the Financial Conduct Authority (FCA)**

We are authorised to provide regulated mortgage contracts to our consumers. The type of mortgage contract offered will be secured against a residential property, as a second charge following the first mortgagee's prior charge. UK Mortgage Lending Limited t/a Pepper Money FCA registration number is 710410.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

**We only offer our own second charge mortgage products.**

When considering our product recommendation, please note that other products and services are available through other financial providers, for example, further secured borrowing with your current or another mortgage provider and unsecured credit options may be available to you.

**We will advise and make a recommendation for you after we have assessed your needs.**

Our advice is restricted due to the product range available being limited solely to Pepper Money's second charge mortgage products. We will provide you with a Mortgage Illustration for any regulated mortgage product we recommend for you.

## Third Parties

Where you were introduced to us by or through a third-party intermediary, we may pay that person a commission if your second charge mortgage completes. We will tell you how much that commission is.

**We charge a non-refundable lender fee of between £1,095 and £2,595 depending upon the mortgage size. For discounted products, in addition to this lender fee, we will charge a fee between 0.9% and 1.7% of the advance. For example, if you choose a £40,000 mortgage discounted for 12 months, the total lender fee will be £1,775.**

This fee is payable for the provision of our services, details of which are given in your Mortgage Illustration. The fee can either be paid upfront or added to the amount you borrow. Please be aware that, should you decide to add the Lender Fee to the amount you borrow, this fee will attract interest for the duration of the mortgage.

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Please refer to your Mortgage Illustration for confirmation of the Mortgage Exit Fee currently being applied to your mortgage. This fee, which is variable, is payable to cover our administrative costs when your mortgage is repaid in full. There may also be an Early Repayment Charge applicable, as detailed in your Mortgage Illustration.

Your application may attract additional fees, for example, if a valuation of your property is required. Any additional fees will be detailed in the Mortgage Illustration we send you when we recommend a second charge mortgage to you.

Interest will be charged on your Mortgage in accordance with the terms of your agreement for your second charge mortgage with us.

## Retaining your information

For details of how we will use and store your information, please refer to our privacy notice, which has been provided to you. A copy of the latest version of our privacy notice can be found on our website: [www.personal.pepper.money/privacy-policy](http://www.personal.pepper.money/privacy-policy).

## Raising a complaint

If you wish to register a complaint, please contact us by phone, in person, or in writing.

Address: Retail Department, Pepper Money, 4 Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ  
Email: [homeownerloans@pepper.money](mailto:homeownerloans@pepper.money)  
Telephone: 0808 196 9611

Details of our complaints procedure will be sent to you with your binding offer and are available on our website: [www.personal.pepper.money/complaints](http://www.personal.pepper.money/complaints).

If we are unable to resolve the complaint to your satisfaction you may refer it to the Financial Ombudsman Service.

Address: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR  
Telephone: 0800 023 4567

For further details on the Financial Ombudsman Service visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

You have the right to complain to the Information Commissioner's Office, which enforces data protection laws, in relation to the way we handle your personal information. For further information visit [www.ico.org.uk](http://www.ico.org.uk).

## Financial Services Compensation Scheme

We are covered by the (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

Further information about the compensation scheme arrangements are available direct from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk).

**THINK CAREFULLY BEFORE SECURING OTHER DEBTS AGAINST YOUR HOME.  
YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON A MORTGAGE OR ANY OTHER DEBT SECURED ON IT.**

UK Mortgage Lending Ltd (UKMLL) t/a Pepper Money is authorised and regulated by the Financial Conduct Authority (FCA) under registration number 710410 as a provider of regulated mortgages. The FCA does not regulate our Buy to Let mortgages. UKMLL is a member of the Finance and Leasing Association and follows its Lending Code only as a provider of second charge regulated mortgages.

Registered Office: 4 Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ. Registered in England and Wales under Company Number 08698121.  
Calls may be monitored or recorded for training, compliance and evidential purposes

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