



Lance  
MORTGAGES

**Combined Initial  
Disclosure Document**





Hello,

Thank you for your interest in **Lance Mortgages**. We are a whole of market mortgage broker, with a team of qualified Mortgage Advisors and professional Relationship Managers on hand to get the best deal for you.

Enclosed is our Initial Disclosure Document, which provides you with all the information you need to find out who we are and what we do.

In summary Lance Mortgages are:

- ⌚ **An appointed representative of Your Mortgage People Ltd**, who are authorised by the Financial Conduct Authority to give professional mortgage advice rather than just information, setting us aside from many other 'experts' in the field
- ⌚ **Mortgage Advisors who search the whole of market**, looking through thousands of available mortgages to get you the best deal to meet your needs
- ⌚ **An experienced team** with years of working in the mortgage industry and other financial markets, offering invaluable insight when it comes to you choosing the best way forward

If you have any other questions about us or our process, please don't hesitate to contact your advisor.

Lance Mortgages



## Initial Disclosure Document

### **1. The Financial Conduct Authority**

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

### **2. Whose products do we offer?**

#### **Mortgages**

We offer mortgages from a comprehensive range of first charge mortgages from across the market, but not deals that you can only obtain by going directly to the lender.

#### **Second Charge Mortgages**

We offer products from a limited number of lenders.

### **3. Which service will we provide you with?**

#### **Mortgages**

We offer an 'advised' sales service. This means we will provide advice and make a recommendation for you after we have assessed your specific needs and circumstances.



## Second Charge Mortgages

We offer an 'advised' sales service in relation to Second Charge Mortgages. This means we will provide advice and make a recommendation for you after we have assessed your specific needs and circumstances.

## Alternative Finance Options

You should note that where we provide services in relation to increased borrowing on an existing mortgaged property there may well be alternative options available to you that may be more appropriate. For example, you may be able to obtain a further advance from your existing lender or obtain an unsecured loan for the additional funds. Where your existing mortgage is a first charge against the property, a second charge mortgage may be available and where the existing mortgage is a second charge, a first loan may be available.

## 4. What will you have to pay us for our services?

### Mortgages

Your initial consultation is obligation free. Once we have established we can help you and you have decided to proceed, a non-refundable application fee of £195.00 is payable.

Our typical broker fee is £695.00. However, on complex cases we may charge an increased broker fee, up to a maximum £2,595.00 payable on completion of your mortgage. We will usually receive a



procuration fee from the lender, this amount is usually calculated as a percentage of the loan amount but varies from lender to lender, the exact amount will be confirmed on your key facts illustration and your mortgage offer.

Fees may vary depending on your circumstance and loan amount. Your mortgage advisor will discuss this fee with you prior to you signing our client agreement and before you make a mortgage application. You will receive a mortgage illustration when considering a mortgage which will tell you about any fees relating to it.

In some cases our broker fee can be added to your mortgage, this will have been discussed in our initial conversation with you. Should you choose to add your broker fee to your mortgage, you should be aware you will pay interest on the amount over the term of the mortgage, which could be significantly more than the initial fee.

## Second Charge Mortgages

Your initial consultation is obligation free. Once we have established we can help you and you have decided to proceed, a non-refundable application fee of £195.00 is payable.

On completion of your Second Charge Mortgage we will charge a broker fee of 8% of the total loan value, attracting a minimum charge of £995.00 up to a maximum charge of £3,795.00. Fees may vary depending on your circumstance and loan amount. Your mortgage advisor will discuss this fee with you prior to you signing our client agreement and before you make a mortgage application. We will



usually receive a procuration fee from the lender, this amount is usually calculated as a percentage of the loan amount but varies from lender to lender, the exact amount will be confirmed on your key facts illustration and your mortgage offer.

An illustrative example of a Second Charge Mortgage would be if you took out a £20,000 loan, our broker completion fee would be £1600 payable on completion of your mortgage. In some cases our broker fee can be added to your mortgage, this will have been discussed in our initial conversation with you. Should you choose to add your broker fee to your mortgage, you should be aware you will pay interest on the amount over the term of the mortgage, which could be significantly more than the initial fee.

## **Refund of fees - Mortgages/Second Charge Mortgages**

If we charge you a broker fee, and your mortgage does not complete, you will receive a refund of the full broker fee. The initial application fee of £195.00 is non refundable.

## **How can I cancel my mortgage?**

If you would like to cancel your contract with us, you have the right to cancel our Agreement within 14 days. The cancellation period expires after 14 days from the day you signed our Agreement. Please let us know by post at Lance Mortgages, c/o Your Mortgage People Ltd, Fair Trade House, 3 Whittle Avenue, Fareham, Hampshire, PO155SH, by email to [hello@lancemortgages.co.uk](mailto:hello@lancemortgages.co.uk), or by using the contact form on the website.



If you want to withdraw from your mortgage after this time, please contact us using the same methods outlined above, however please be aware that any costs you have paid at this time are unlikely to be refunded.

## **How can I cancel my life insurance policy?**

Should you want to cancel any policies written by Your Protection People Ltd, you will need to speak directly with the policy provider. Your Protection People can only cancel policies if it has not started, or an imminent start date provided. Please contact [ypp.lifeadmin@yourprotectionpeople.co.uk](mailto:ypp.lifeadmin@yourprotectionpeople.co.uk) for further information, we will be happy to direct your query to the right place.

## **5. Who regulates us?**

Lance Mortgages are regulated by the Financial Conduct Authority Ref: 959169. Lance Mortgages is an Appointed Representative of Your Mortgage People Ltd. which is authorised and regulated by the Financial Conduct Authority to provide regulated products and services. Ref: 685250. Their registered office is Fair Trade House, 3 Whittle Avenue, Fareham, Hampshire, PO15 5SH. Company registration number 08503153.

Our permitted business is advising on and arranging regulated mortgage contracts and arranging non-investment insurance contracts.

You can check this on the Financial Services Register by visiting



the FCA's website

[www.fca.org.uk/firms/financial-services-register](http://www.fca.org.uk/firms/financial-services-register) or by contacting the FCA on 0800 111 6768.

## **6. What to do if you have a complaint**

If you wish to register a complaint, please contact us:

... in writing

Complaints Department, Lance Mortgages, c/o Your Mortgage People Ltd, Fair Trade House, 3 Whittle Avenue, Fareham, Hampshire, PO15 5SH

...by email

[customerservices@yourmortgagepeople.co.uk](mailto:customerservices@yourmortgagepeople.co.uk)

... by phone

01489 359302

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (FOS).

## **7. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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.

## Insurance

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

And/or

For Compulsory classes of insurance, advising and arranging is covered for 100% of the claim, without any upper limit.

## Mortgages

Advising and arranging is covered up to a maximum limit of £85,000.

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

## 8. Additional Support

### Help with Debt

Where your primary reason to remortgage or take a second charge mortgage is to consolidate outstanding debt, you may wish to review the information available on alternative methods to manage your debt and the cost of living, available on the following websites: <https://www.gov.uk/options-for-paying-off-your-debts> and <https://www.moneyhelper.org.uk/en/money-troubles>.



## Gambling

If your debt has arisen from out-of-control gambling which you need help managing, we recommend you refer to the NHS website for help: <https://www.nhs.uk/live-well/addiction-support/gambling-addiction>.

## Vulnerable Customers

We are trained to identify and provide additional support for customers experiencing possible vulnerability. We are happy to provide more information on this on request.

## Do I need independent Legal Advice?

In the vast majority of cases independent legal advice is not necessary. However, we review each client and if they are in a scenario where we believe independent legal advice is needed, we will support them in gaining access to a trusted 3rd party. Additional fees may apply.

## 9. Privacy

### Privacy Policy

Lance Mortgages knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly. This notice sets out the privacy policy of Lance Mortgages and describes how we will use the personal information that you provide to us. By visiting our website or choosing to work



with us, you acknowledge that you have read and understood this Privacy Notice.

## YOUR PERSONAL DATA

Personal data refers to any information that can directly or indirectly identify a living individual, such as a name, ID number, location data, or an online identifier. Identification can be by the information alone or in conjunction with any other information in the possession of Lance Mortgages or information likely to enter our possession. The processing of personal data is governed by the General Data Protection Regulation (GDPR).

We value your privacy in respect of all the personal information you send to us by using this site. We will treat any and all information received confidentially; your information will not be shared outside Lance Mortgages Ltd and its affiliated entities (if any) unless:

- The law requires us to do so.
- It is necessary to share the information to comply with a regulatory or legal process.
- You have given verbal or written consent.
- It is necessary for the performance of a contract.
- It is necessary to protect your vital interests or the vital interests of another person.
- It is necessary for the performance of a task carried out in the public interest.
- It is necessary for the purposes of the legitimate interests pursued by us or a third party unless such interests are overridden by



your interests or fundamental rights and freedoms under data protection law.

We do not guarantee that any emails sent to us by you will be received safely. We recommend avoiding the transmission of sensitive personal data by email unless encrypted. Please contact us via telephone on 01489 346624 if you are in any doubt or wish to check the status of an email sent to us.

We do not guarantee that emails sent by us to you will be secure, although we will take appropriate technical and organisational measures to try and ensure that your personal data is processed safely and securely in accordance with our obligations under the GDPR. Our Data Protection Officer is Scott Harris – [scott.harris@yourmortgagepeople.co.uk](mailto:scott.harris@yourmortgagepeople.co.uk). We aim to respond to data protection enquiries within 30 days.

## **WHO ARE LANCE MORTGAGES?**

Lance Mortgages Ltd, trading as Lance Mortgages. Regulated by the Financial Conduct Authority to provide regulated products and services. REF: 959169. Registered office Fair Trade House, 3 Whittle Avenue, Fareham, Hampshire, PO15 5SH. Company registration number 13515245. We are an Appointed Representative of Your Mortgage People Ltd, which is also authorised and regulated by the Financial Conduct Authority ref. 685250. Their company registration number is 08503153 and their ICO reference is ZB362388.

## **WHAT INFORMATION DO WE GATHER?**

To facilitate our services, we will need to gather certain personal



information from you when you contact or interact with us. We will also use this information for security, identification and verification purposes.

We will only ever collect information that helps us provide our services to you. We will retain your personal information only for as long as is necessary to fulfil the purposes we collected it for, including any legal, regulatory, tax, accounting or reporting requirements.

When you make an enquiry with us about any of the services we offer, either directly or through a third party such as a lead generation partner or comparison website, we'll ask you to provide some initial information. This may include some or all of the following:

- Full name
- Previous names
- Current home address
- Previous residential addresses
- Date of birth
- Landline and mobile phone number
- Email address

If you give personal information about someone else (such as a joint applicant), you must have their permission to do so.

Some of the services we offer, such as insurance advice, require us to collect and process what the UK GDPR refers to as 'special category data', such as health or criminal conviction information. We will only do this where necessary and in accordance with data



protection law. This information will always be stored securely.

Throughout the course of your relationship with us, we will hold your personal information securely in our systems. This will include any information provided by you in various ways, including, but not limited to:

- In applications, emails and letters, during telephone calls, when registering for services, in customer surveys, when you participate in competitions and promotions, when using our website, and during fact find reviews and interviews.
- From analysis (including the creation of profiles used to uniquely identify you when you use our online, mobile and telephony services) which are used to help us combat fraud and other illegal activity.
- Information we receive from or through other organisations, such as credit reference agencies, mortgage lenders, insurance companies, comparison websites, social networks, and fraud prevention agencies, whether in the course of providing products and services to you or otherwise, and from information we gather from your use of and interaction with our website and the devices you use to access them.

If there is a change to any of your personal information and you notify us, we will update your records in our systems. Where we have introduced you to another third party, we are unable to update your details with them, and you will need to contact them directly to notify them of these changes.



We perform anti-fraud, credit and security checks using your details and receive information about you from other sources, such as credit reference agencies, which will be added to the personal information which we already hold about you.

## LEGITIMATE INTERESTS

Under UK GDPR, organisations can use personal information where the benefits of doing so are not outweighed by the interests, fundamental rights, or freedoms of individuals. The legislation calls this the “Legitimate Interests” basis for processing personal data.

The types of benefit that we are likely to rely on this basis for processing personal data are outlined below:

- Ongoing service – When the product or service that we have recommended to you expires or is due for renewal, we will contact you to notify you of this so we can start exploring the options available to you.
- Training our staff – To offer the best possible standards of service, we use the information we collect to train our staff so they can assist our customers better.
- Marketing services – We will process your personal data in order to inform you of other similar products and services provided by us and our partners. You have the right to object to marketing communications based on our legitimate interests at any time.
- Reporting and analytical purposes – We process personal information to help us analyse the service we are providing and the outcomes our customers are receiving. This is done to help us



improve these services.

- Tracking activity – We monitor how people use our website or get in touch with us so that we can identify ways to improve the ease of accessing our services.
- Maintaining our records and other administrative purposes – We will process personal information to ensure that the data we hold is up to date and accurate.
- Investigating and resolving complaints – If you have a reason to make a complaint, we will use your information to assess your points of complaint and address them appropriately.
- Email tracking – Not all our email communications use email tracking, but some do. This helps us to improve our communications to our customers.
- Invitations to take part in market research – We aim to continuously improve our services and sometimes we need feedback from our clients to achieve this. We may ask you to participate in market research. It's entirely up to you whether you choose to do so.
- Payment processing – We will process your personal data to process payments for our services when appropriate.

## USE OF ARTIFICIAL INTELLIGENCE (AI) AND PROFILING

We may use artificial intelligence (AI) technologies to help process your personal data and improve the accuracy and efficiency of our service delivery. For example, AI may assist in reviewing the completeness of your application or flagging missing documentation – always under the supervision of a qualified advisor.

Some of these tools may involve profiling (as defined under the UK GDPR), which means evaluating certain personal aspects about



you — such as your engagement history or preferences — to tailor communication or improve our service. These tools do not make any final decisions about your application or eligibility without meaningful human involvement. We do not make any decisions about you that produce legal or similarly significant effects solely through automated means.

## AI-Piloted Customer Communications

We may use AI-assisted systems to contact you via SMS or email — for instance, if you've previously been in contact but stopped responding. These systems may ask simple, relevant questions (such as confirming your availability or continued interest) to help us arrange a callback with a member of our team. Where used, these tools operate under strict internal controls and do not make automated decisions about you.

## Your Right to Object

You have the right to object to the use of AI-powered communication tools or profiling at any time. To exercise this right or to learn more about how your data is used in relation to AI, please contact our Data Protection Officer at [scott.harris@yourmortgagepeople.co.uk](mailto:scott.harris@yourmortgagepeople.co.uk) or call us on 01489 359302.

## HOW DO WE PROCESS PERSONAL DATA & HOW WILL IT BE USED?

At times, we may need to share your data with service providers outside of the UK and EU for processing to enable us to provide the best service to you. This may happen in situations such as when we make use of cloud computing systems or enlist service providers



to support our quality of service for you. If we need to transfer your personal information to another organisation for processing in countries that aren't listed as 'adequate' by the UK or European Commission, we'll only do so if we have appropriate safeguards in place. These safeguards may include Standard Contractual Clauses approved by the UK Information Commissioner or other legally recognised mechanisms. While you do not have a specific right to object to international data transfers, you do have the right to understand the safeguards we use and to object to the processing of your data under certain circumstances.

## Marketing Preferences

You can choose to change the medium of communication you receive from Lance Mortgages (e.g. letter, email, SMS, phone) and opt out of marketing for any or all products and services at any time by emailing [marketing@yourmortgagepeople.co.uk](mailto:marketing@yourmortgagepeople.co.uk) or calling 01489 346624. Please note that opting out of marketing will not affect your ability to receive important service-related communications.

## WHO WILL USE YOUR PERSONAL INFORMATION

Type of recipient	Reason
Lenders and Protection Product suppliers	To source and submit applications in order to conclude the contract for the product application and the ongoing servicing of these contracts.



Type of recipient	Reason
External suppliers	Specialist IT system providers to facilitate the sourcing of products, to provide continuing advice, to inform you about relevant products and services, and to request feedback on customer service standards. Some of these parties act as data processors on our behalf under strict contractual obligations to process your data only in accordance with our instructions.
Solicitors and Conveyancers	To update the firm of solicitors/conveyancers representing you on the progress of your application and confirm your identity/proof of deposit.
Estate Agents and Home Builders	To update the firm of estate agents and home builders you are working with about the results of affordability checks and progress of your application.
Licensed Credit Agencies	For the purposes of confirming your identity to comply with Anti-Money Laundering requirements (we currently use Credit Safe and Equifax); to perform a credit assessment to assess your eligibility; as part of an application request for a Lender's Decision in Principle; and to perform a credit assessment with your consent as part of a full application.



Type of recipient	Reason
Regulators	Sharing of information may be necessary to fulfil our legal obligations as a regulated business, for example with the Financial Conduct Authority, to comply with Anti-Money Laundering legislation, and otherwise co-operate with law enforcement, legal proceedings or regulatory authorities.
Others	Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. This sharing would occur only where necessary and based on our legitimate interests, ensuring your personal data continues to be protected in accordance with this privacy notice.

If we wish to share your personal data with anybody not mentioned above, or for any purpose other than those laid out in this document, we will always inform you before doing so.

## AUTOMATED DECISION MAKING

Sometimes it is necessary for us to approach a lender to obtain a Decision in Principle (DIP). To obtain a DIP, we will process your personal information through a lender's automated decision-making system, which will provide an initial lending decision based on logic and algorithms programmed into it by the lender. The DIP outcome



is based on automated processing by the lender, but it does not result in a final lending decision without human involvement. As such, this process does not have legal or similarly significant effects within the meaning of Article 22 of the UK GDPR.

Whilst we do not determine the logic or algorithms used in the automated decision system, we can put you in touch with the respective lender should you require it.

## HOW SECURE IS INFORMATION ABOUT ME?

We work hard to protect your information; we have secure in house servers and encourage high levels of compliance across our businesses. Our data storage systems include a protected backup solution to ensure the safety and integrity of your personal information.

Payments made using Trust Payments to Lance Mortgages are encrypted using 128 bit SSL encryption but once on their systems, all sensitive data is secured using the same internationally recognised 256-bit encryption standards.

We use a SolutionBuilder sourcing portal for life insurance. The servers are secure to industry standard, and they use internationally recognised data encryption on their client portal. SolutionBuilder are also independently assessed and have the ISO 27001 accreditation.

## YOUR RIGHTS & YOUR PERSONAL DATA

Unless subject to an exemption under UK GDPR, you have the



following rights with respect to your personal data:

- The right to request a copy of your personal data that Lance Mortgages holds about you (known as a Subject Access Request).
- The right to request that Lance Mortgages corrects any personal data if it is found to be inaccurate or out of date.
- The right to request the erasure of your personal data, in certain circumstances, where it is no longer necessary for Lance Mortgages to retain it.
- The right to request a restriction on processing, where there is a lawful basis to do so, such as during a dispute over accuracy or legal grounds for processing.
- The right to data portability, limited to personal data you have provided to us, where processing is carried out by automated means and based on your consent or a contract.
- The right not to be subject to a decision based solely on automated processing, including profiling, where it produces legal or similarly significant effects.
- The right to object to the processing of your personal data, where we rely on a legitimate interest as our legal basis.
- The right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe we have not handled your data in accordance with the law.

To exercise any of these rights, please contact our Data Protection Officer using the contact details provided at the end of this privacy notice. We will respond to all valid requests within 30 days.



## CREDIT SEARCHES

In order to find the most suitable product for you, we may use information held by credit reference agencies (CRAs). We carry out credit searches where necessary to identify suitable products and verify your identity, using our legitimate interests.

### Use of personal information:

We will search a CRA who will provide us with publicly held data including the electoral roll and shared credit performance data. If you have a financial associate, their data may also be provided as part of the search.

We use the information provided by a CRA to help determine which products may be suitable for you. Depending on the lender and product, the CRA may place either a 'quotation search' (also known as a 'soft search') or a 'hard search' on your credit file. We will always inform you beforehand which type of search will be carried out. Please note that a hard search may affect your credit rating and ability to obtain credit in the future.

The information we provide to the CRA may also be supplied by them to other organisations and used for identity checks, fraud prevention, debt tracing, and statistical analysis. Other lenders or service providers may use CRA data to carry out profiling and make decisions about your eligibility for credit or other services.

To understand how CRAs use and share your personal data, you can read the Credit Reference Agency Information Notice (CRAIN),



available on each CRA's website.

If you choose to apply for a product, we will undertake a credit check and provide you with the terms and conditions for the product. You can contact the CRAs directly if you wish to obtain a copy of your credit report (a small statutory fee may apply):

Experian

Consumer Help Service, PO Box 8000, Nottingham, NG80 7WF  
0844 4818000  
[www.experian.co.uk](http://www.experian.co.uk)

TransUnion

One Park Lane, Leeds, West Yorkshire, LS3 1EP  
0330 024 7574  
[www.transunion.co.uk](http://www.transunion.co.uk)

Equifax PLC

Credit File Advice Centre, PO Box 3001, Bradford, BD1 5US  
0870 010 0583  
[www.myequifax.co.uk](http://www.myequifax.co.uk)

## **INFORMATION COMMISSIONER'S OFFICE (ICO)**

If you have a complaint or concern about how we handle your personal data, including how we respond to a request to exercise your data protection rights, please contact us using the details below so that we can investigate the matter:



Post: Lance Mortgages

Fair Trade House, 3 Whittle Avenue  
Fareham, Hampshire, PO15 5SH

Phone: 01489 346624

Email: [marketing@yourmortgagepeople.co.uk](mailto:marketing@yourmortgagepeople.co.uk)

Once we have investigated your complaint, if you are still not satisfied with the outcome, you have the right to escalate your concerns directly to the UK Information Commissioner's Office.

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

Complaints can be submitted using the online form at [ico.org.uk/make-a-complaint](http://ico.org.uk/make-a-complaint).

For more information about your rights or how the ICO handles complaints, please visit their website.

## FURTHER PROCESSING

If we wish to use your personal data for a new purpose not covered by this Data Protection Notice, we will provide you with a new notice explaining the proposed use before any processing begins. This will include the purpose, the legal basis, and any rights that apply. Where appropriate, we will rely on a lawful basis such as legitimate interests, contract, or legal obligation. If no lawful basis applies, we will seek your consent before using your data for a new purpose.



We may use any feedback you give about our services for training and, where relevant, marketing purposes. If we intend to use your feedback in this way, we will clearly explain this and offer an opt-out.

All of our telephone calls are recorded. We inform all callers at the beginning of each call that recording is in place. Recordings may be used for training, quality assurance, or compliance monitoring.

## CO-BRANDED AND JOINT OFFERINGS

In the future, we may offer co-branded products and services, such as those offered by parent or affiliated companies. If we do, we will clearly explain how your personal data will be shared and processed and identify which organisation(s) act as data controllers.

If you wish to opt out of such co-branded communications, you may do so via our Contact Us page.

## TERMS AND CONDITIONS

If you participate in any of our client offers or promotions, you can find the full terms and conditions on our websites:

<https://www.lancemortgages.co.uk/terms-conditions/>

[www.yourprotectionpeople.co.uk/terms-and-conditions](http://www.yourprotectionpeople.co.uk/terms-and-conditions)

[www.yourmortgagepeople.co.uk/terms-and-conditions](http://www.yourmortgagepeople.co.uk/terms-and-conditions)

## Lance Mortgages People Refer a Friend Terms and Conditions

1. Lance Mortgages (LM) on behalf of Your Mortgage People Ltd will give the person who recommends someone they know (the referrer) a £100 Love2Shop voucher (there is no cash alternative) per mortgage recommendation and a £50 Love2Shop voucher per life insurance recommendation, subject to a maximum of 25 recommendations.

2. The referrer will only be eligible to receive vouchers for recommendations if they have entered into an agreement with Your Mortgage People Ltd or any of their associated trading styles.

3. In the case of mortgage recommendations, the referrer is only entitled to a voucher if the referred enters into an agreement with LM for LM to act on their behalf, and successfully completes the application process. Voucher will be issued within one month of the referrer completing this process.

4. In the case of life insurance



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recommendations, the referrer is only entitled to a voucher if the referred enters into a term life insurance policy agreement with YPP for YPP to act on their behalf and goes on to take out a policy through YPP. The voucher will be issued on the policy start date. This scheme excludes Over 50s plans, Accident & Health plans, General Insurance plans and Whole of Life policies.

5. If the referrer recommends someone for both a mortgage and life insurance they will be issued a voucher for whichever is due first.

6. If the referrer recommends someone who is already a customer, for an alternative product, they will not be issued a voucher.

7. The company providing the voucher may impose their own

terms and conditions as to the voucher and LM have no liability as to how those terms and conditions operate.



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8. As an alternative to sending the referrer a voucher LM will be happy to pay an equivalent amount to a nominated registered charity if requested to do so by the referrer.

9. The referrer will only be eligible to receive a voucher when they recommend someone who has given permission for their details to be passed to LM.

10. Where someone is recommended who is not known to the referrer or is known by them but has not given permission to be contacted, LM will not pay the referrer for the recommendation.

11. If the referrer recommends more than one person who is not known to them or has not given permission to be contacted, LM will withdraw the recommend a friend scheme for the referrer immediately and they will not be eligible to receive any further vouchers. In such circumstances

LM may also choose not to honour the existing recommendations made by the referrer.

12. Where the referrer has recommended someone, who is not known to them or who hasn't given permission to be contacted, they may be considered to be operating an unauthorised business which is an offence under the Financial Services and Markets Act 2000.

13. LM reserves the right to withhold payment of the vouchers for a recommendation where the referrer is outside of payment terms.

14. LM will not accept recommendations through this scheme if the referrer is a business. Recommendations are only accepted from individuals who are not in business. However, if you are operating a business, please

contact us as we may be able to enter a different agreement with you.

15. In the event that a recommendation is duplicated by two referrers, LM will pay vouchers to the referrer who made the recommendation first. In the event that this is impossible to verify, the vouchers will be split equally between the referrers.

16. LM reserves the right to withdraw the recommend a friend scheme at any time and without notice. In such circumstances, all recommendations notified to LM at the point of withdrawal of the scheme would be honoured but the referrer would not be entitled to receive a voucher for any recommendations after that point.

17. Referred customers are to be aware that the payment of referral vouchers may indicate to a referrer that you have taken out, or continue to hold, a relevant product. We will not discuss your personal information with the referrer unless you have given us express permission to do so.



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18. Our referral scheme works to a maximum of 25 recommendations per customer. Though you are more than welcome to continue to recommend us to your friends, you will not be eligible to receive vouchers for referrals beyond this point.



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