



### **BUBBLE FINANCE HUB PROMISE**

Our commitment to you is to offer a personal service which offers tailored advice to meet your needs, preferences, and circumstances.

We promise to:

- Carry out a full holistic mortgage and insurance review.
- Explain the different schemes and policies which are available to you. This will enable you to understand the advice you are being given and make an informed decision.
- Deliver and recommend a total solution which will ensure you, your home and your family are protected.
- Summarise our advice in a detailed report for you to access via our online portal at any time.
- Ensure that we obtain as much of the necessary information prior to application from you, to ensure that the process is as streamlined as possible.
- Keep you informed and updated throughout the entire process, all the way through to completion or when the policies are put into force.
- Communicate with you during the term of the mortgage or insurance policy being in force to consider any changes in circumstances or requirements.
- Contact you at least 6 months in advance of your current mortgage rate expiring to review your mortgage and make a new recommendation.

Typically, we charge a fee of £495 for arranging your mortgage, the exact amount will depend on your circumstances. Where a fee is charged, we will only charge this once during the term of the mortgage.

We reserve the right to charge an administrative fee of £49 for any changes which are made to the mortgage once a mortgage offer has been issued.

Your home may be repossessed if you don't keep up the repayments on your mortgage.

As with all insurance policies, exclusions may apply.

[www.bubble-finance.co.uk](http://www.bubble-finance.co.uk)

Tel: 01455 501455

