

# Our services and costs



 Portillion Capital Ltd Level 33,  
25 Canada Square Canary Wharf,  
London, E14 5LQ



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## 1. The Financial Conduct Authority (FCA)

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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.

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## 2. Whose products do we offer?

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### Mortgages

- We offer a comprehensive range of mortgages from across the whole Islamic Mortgage Market
- We only offer some, but not all, of the mortgages from [number] lender(s). We can provide you with a list of these.
- We only offer mortgages from a single lender.

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

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### Mortgages

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us.

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

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### Mortgages

- A fee one off fee of £200 will be payable start your application which is non-refundable, in addition there will be 0.75% fee payable of the amount borrowed.

### Refund of fees

If we charge you a fee, and your mortgage does not go ahead, you will receive:

No refunds in any circumstances.

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### 5. Who regulates us?

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**Portillion Capital Ltd** is authorised and regulated by the Financial Conduct Authority. Our FCA Register Number is **597038** Our permitted business is to **provide investment advice and arrange life assurance, pensions, and collective investments, (e.g. unit trusts, investment trusts and OEICs), individual savings accounts and provide mortgage and general insurance.**


You can check this on the FCA's Register by visiting the FCA's website [www.FCA.gov.uk/register](http://www.FCA.gov.uk/register) or by contacting the FCA on 0845 606 1234.

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

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

**in writing:** Write to:  **Portillion Capital Ltd , Complaints Department, 25 Canada Square, Canary Wharf, London, E14 5LQ**

**by phone: Telephone 0207 038 8020**

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

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

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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.

#### Mortgages

Advising on or arranging house purchase finance: protection for 100% of £85,000

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