



Guide to our mortgage and protection services

Solutions designed for you

What we'll cover:

| | |
|--|-----------|
| <i>Welcome to your guide to our mortgage and protection services</i> | 3 |
| <i>How we can help at every stage of your financial life</i> | 4 |
| <i>Our process for quality advice</i> | 6 |
| <i>Our professional relationship with you</i> | 7 |
| <i>Things to consider</i> | 8 |
| <i>Solutions that are hand-picked for you</i> | 9 |
| <i>Types of mortgages</i> | 10 |
| <i>Other mortgage-related costs and fees</i> | 11 |
| <i>Protecting your assets</i> | 12 |
| <i>Finding the right cover</i> | 13 |
| <i>Passing on your assets</i> | 14 |

If you would like this document or any other document in an alternative format e.g. Braille, Clear and Large Print or Audio documents (Cassette, CD, MP3 or Wav) or any other languages please let your adviser know.

Quilter - a name you can trust



Welcome to your guide to our mortgage and protection services

Embarking on the journey of home ownership is a significant milestone, and understanding the intricacies of mortgages and protection is crucial to ensuring a secure financial future.

In this guide we outline:

1. the types of property finance and insurance in which we can advise you
2. the products, services, and solutions we have access to
3. the importance of protecting you and your assets
4. how to preserve your estate.

“We are here to guide you through every step of the process, providing personalised advice tailored to you and your personal circumstances.”



How we help you

Besides providing mortgage and insurance solutions, our services add value by helping you to:



save money by not paying too much for your mortgage



pay the correct deposit to get the right interest rate



avoid paying early repayment fees



find the most suitable borrowing term



understand the risks associated with mortgages



select the most suitable lenders and providers for you



review how to use your existing provisions



find any suitable new solutions

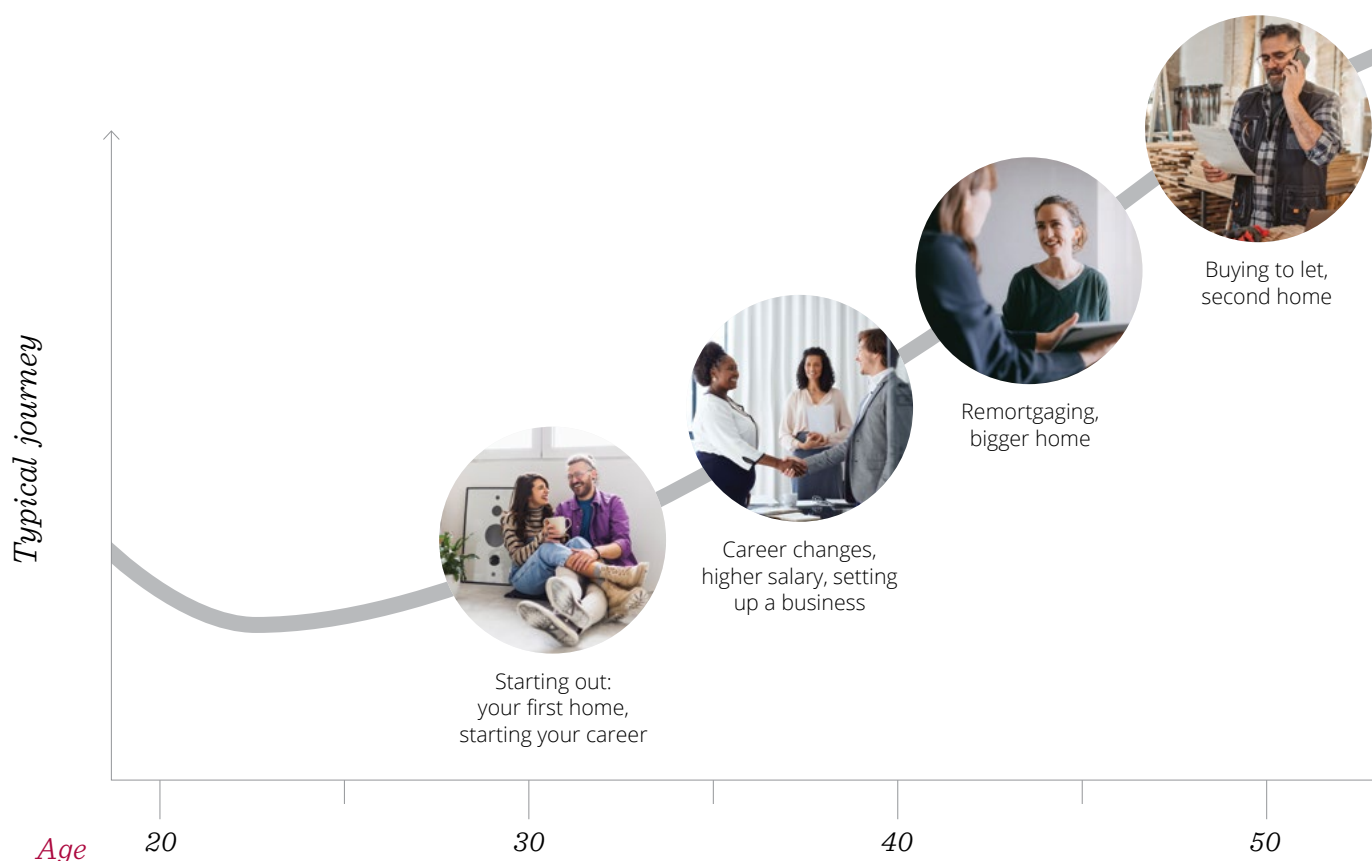


ensure you have adequate protection plans in place



place your insurance in the right name, ownership, and trust.

How we can help you at every stage of your financial life



Areas we can advise you on:



Starting out

Getting on the property ladder and putting protection in place when you're starting out with a first home and new career.



Career changes, higher salary, setting up a business

Ensuring your new employer's benefits sufficiently protect you or protecting the most valuable assets in your business - the people.



Remortgaging, bigger home

Reviewing your protection plans and mortgage arrangements to ensure they remain suitable following changes to your mortgage terms.



Further education, school fees for children, guarantor



Equity release, downsizing, retirement



Funeral costs, protecting assets

60

70

80

90



Buying to let, second home

Finding the right mortgage for a buy-to-let investment or second home, whether you're becoming a landlord, buying for holidays, or managing a split job location.



Further education, guarantor

Taking out protection plans to fund your children's education or helping them buy their home by guaranteeing their loan repayments.



Equity release, downsizing, retirement

Using the value in your property to provide an income in later life and considering your long-term care needs.



Funeral costs, protecting assets

Reviewing your existing funeral cover and life cover and protecting your property and belongings against the unexpected.

Our process for quality advice

We've worked hard to develop a rigorous, advice process that helps us deliver the right, bespoke solution to your needs and requirements.



1. Understanding

First, we meet with you to understand your income, expenditure, assets and liabilities, as well as any protection plans you hold – this is so we can utilise this information to help find the most appropriate way to obtain your lending, as well as help you retain your home should unexpected events occur. This allows us to offer you the right advice and service that meets your objectives.

2. Building

We offer you evidence-based and personalised recommendations that build on your current plans, using our robust research capability, and take into account you and your property's circumstances. We investigate different financial scenarios so that you can be confident in achieving your objectives.

3. Implementation

Like most of our clients, you may choose for us to implement your plan for you. By working on your behalf with the provider or lender, we can save you time and effort, and ensure your plans are set up correctly.

Alternatively, you can implement our recommendations yourself, with advice and guidance from us. We'll ensure our fees for this are made clear to you.

4. Monitoring

We know our clients benefit from regularly reviewing their financial objectives with us so that we can make sure that they're still on track. We recommend scheduling regular progress checks to make sure that your plans aren't affected by changes in law, tax, or the economy.

We also contact you with information and suggestions that we feel are directly relevant to you and your plan.

You're not obliged to implement any of our recommendations. You're always free to choose what you would like to do.

Our professional relationship with you

These are our promises to you.

As your financial adviser, we will:

- ✓ Maintain a high level of professionalism by always acting to deliver good outcomes for you, as set out by our regulator, the Financial Conduct Authority.
- ✓ Deliver a fully comprehensive, high-quality service for you that you will truly value.
- ✓ Inform you of any potential conflicts of interests.

To help us give you the most appropriate financial advice, we ask that you:

- ▶ Let us know if we can further clarify any of our recommendations, so that we can ensure you get the full service you deserve.
- ▶ Speak to us if our service has not met your expectations. Hearing how we've performed means that we can put it right for you.
- ▶ Always ensure you provide us with accurate information and let us know when this changes.

You can rest assured that as your financial adviser, we are committed to giving you the best possible experience at every stage of our relationship with you.



Things to consider

Your short to long-term plans should always be factored in when choosing a mortgage. We undertake a comprehensive review of other factors that can affect you.

Key features of mortgages that you need to consider are:

- ▶ **term of the loan** - consider whether the mortgage can be repaid before your expected retirement age or if it needs to extend into retirement, ensuring it remains affordable throughout
- ▶ **early repayment charges** - if you wish to make early repayments to your mortgage during its term, there can be charges for doing this
- ▶ **portability of the loan** - if you move, you may wish to keep your current mortgage
- ▶ **interest rate type** - look at the benefits of taking a fixed interest rate over a specific period versus other options such as discounted or tracker rates
- ▶ **annual percentage rate of charge (APRC)** - considering the cost of borrowing, not just the interest rate charged
- ▶ **flexibility** - the ability to overpay, take payment holidays, or switch repayment types
- ▶ **frequency of interest additions** - how often the lender calculates and adds interest to your loan can affect the cost of your borrowing
- ▶ **insurance** - we will advise you so that if you ever need to make a claim, you or your dependants will receive what you were expecting
- ▶ **other costs and fees** - upfront charges like arrangement fees or higher lending charges can make a low-interest mortgage less attractive overall. Always consider the full cost, not just the rate.

We will discuss all the above with you to ensure you are provided with the most suitable solution that works for you.



Solutions that are hand-picked for you

It is our job to have a good understanding of the products and services available to our clients so that we can help them choose the right ones.

A lender will make its decision by considering these **three areas**:

- ✓ Whether they will lend to you.

- ✓ How much they will lend to you.

- ✓ That your proposed method of repaying the loan by the end of the term is reasonable.



How you benefit from our approach

✓ We do the hard work for you

We save you time by researching the market and only approaching the lenders that suit your needs. This also avoids unnecessary credit checks that can leave a record on your credit history.

✓ We offer two types of advice: whole of market and restricted

Whole of market advice means we can recommend products from any provider in the market.

Restricted advice means we suggest products from a selected list that we have carefully researched.

Your adviser will confirm the type of advice they can offer.

✓ Reduced costs

Being part of Quilter Financial Planning means we have access to market-leading exclusive rates for both residential and buy-to-let lending.

✓ Finding the right solution

If you require more specialist advice in areas such as complex prime and self-build, we can help you.

In areas such as commercial loans, secured loans, bridging finance, and asset finance, we have access to a panel of specialist brokers we can refer you to.

✓ Keeping up with changes

We pride ourselves on being up to date with regulation, legislation, and the economic market. We understand your needs, match them to the requirements of lenders, and protect you and your dependants.

Types of mortgages

There are two types of mortgages to choose from. By understanding your needs and objectives, we will advise you on the most suitable options.

There are two ways for you to repay your mortgage:

Repayment:

you pay interest and part of the capital with each payment you make.



Interest only:

you only pay the interest on the money you have borrowed.



You may also benefit from placing part of your loan as repayment and the other part as interest only.

Interest rate options

The simplest form of a loan is one which sets its interest rate according to the lender's standard variable rate (SVR).

With a loan like this, your interest payments are likely to rise or fall every time there is a change in the Bank of England's base rate. However, lenders do not always pass on the change in base rate. This can be to your disadvantage if the base rate falls but your SVR does not.

There are a wide range of different interest rate options to match your needs, and each one has its pros and cons.

Some of the options are:

- ▶ discounted rate
- ▶ tracker mortgage
- ▶ fixed rate
- ▶ capped rate
- ▶ offset mortgage
- ▶ current account mortgage
- ▶ flexible mortgage
- ▶ drop-lock mortgage.



Other mortgage-related costs and fees

Stamp duty

This is a tax you pay when you buy a property, based on the property's value.

Legal fees

You will pay fees to your solicitor for doing the legal work associated with your purchase. This work is known as conveyancing.

Land registry

A fee for registering your ownership of a property.

Estate agent fees

Payable to your agent if you are selling through one. Typically this is a percentage of the final sale price.

Removal company

Fees vary depending on how far and how much you're moving. It's recommended to get several quotations before deciding which firm to use.

Mortgage valuation

A mortgage valuation is a professional assessment where the lender checks your home value's worth.

Property valuation/survey

This is an assessment on the property you're buying. You may pay for a full structural survey or a less comprehensive homebuyer's survey.

Mortgage lender's arrangement fee

You pay this to the lender for arranging your mortgage, either up front or by adding it to your loan. Arrangement fees can vary significantly depending on the mortgage product you choose.

Early repayment charges

If you pay off your mortgage early in full or in part, your lender might charge you a fee called an early repayment charge.

Higher lending charge

If you're borrowing a large amount compared to your property's value, your lender will take out insurance to protect themselves in case you can't pay or the property's value drops. They'll usually add the cost of this insurance to your loan.








Protecting your assets

We ensure you have the right level of protection to protect what matters. This includes your home, your loved ones, and yourself.

Protection for you

A mortgage is likely to be the greatest financial commitment most people make. Your home (or buy-to-let investment) relies on your income to repay the loan.

Events that could stop you earning enough to repay your mortgage are:

| | |
|--|---|
|  | Short-term or long-term illness |
|  | Redundancy |
|  | An accident |
|  | Death (yours or a partner) |
|  | Any of the above happening to a tenant in your buy-to-let |

Ensuring your plans are sufficient

You may have plans in place already. We will check the following:

- ▶ What protection you have already.
- ▶ How sufficient your protection is.
- ▶ How long it will last.

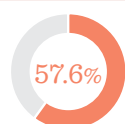
Should you need to build on your existing plans, we will always consider your overall objectives and budget.

Why protection is important

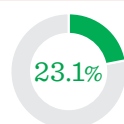
Financial protection is all about ensuring that your family's financial future is secure, regardless of life's uncertainties. It's a way to show care and responsibility towards those who depend on you financially.

Consider this example:

Take a typical male and female non-smoking couple aged 40 for example; before they reach 65, they each run the following risks¹:



A **57.6%** chance of being unable to work for one month or more.



A **23.1%** chance of suffering a serious (or critical) illness or death.

Although we can't foresee or prevent life's unexpected events, having financial protection ensures that you and your family are financially safeguarded.

This crucial safety net can make all the difference in preserving your home and maintaining your family's lifestyle during challenging times.

¹ Source: Quilter and Legal & General 'What are the chances?' tool October 2025

Finding the right cover

All financial protection products have different features. The right protection depends on your earnings, outgoings, and family responsibilities. Explore some of our protection options below.



Short-term income protection (STIP)

If you become unable to work, STIP is an option which can help tide you over. It can provide you with a set monthly income to cover those essential payments such as bills, usually for up to a year.



Mortgage, car loan, and credit card repayments are a regular part of life for most households. If interest rates rise it could mean that those monthly repayments might become more of a challenge.



Income protection

Income protection pays out a tax-free monthly sum while you're unable to work because of an illness or injury. You can keep claiming within the length of the policy.



Statutory sick pay (SSP) provides you with a weekly income, however it is unlikely to cover all your financial needs at a difficult time.



Critical illness cover

Critical illness cover helps protect you if you become seriously ill. Policies usually cover conditions including cancers, strokes, and heart attacks. Unlike most income protection policies, you are paid a single lump sum.



Think about expenses you'd need to cover if you were critically ill and couldn't work. Getting cover can help take the financial worry away while you're recovering or having treatment.



Life cover

Life cover pays a lump sum to your loved ones if you die during the policy term, helping them maintain financial stability and cover major costs like mortgage repayments.



If you pass away during your mortgage term, without cover your family could be left with a large financial burden.



Family income benefit

Rather than a lump sum, this cover provides a steady income to your family if you die or are diagnosed with a terminal illness, helping them manage monthly bills and maintain their standard of living.



Without cover, losing a regular income can make day-to-day life difficult for your family, especially when trying to maintain their lifestyle.

Passing on your assets

There are many ways to ensure that you pass on your assets to your loved ones. By having the right protection cover, you can ensure that your assets are well-protected and that your loved ones are provided for in the future.



The importance of leaving a Will

A Will ensures that the right people inherit your estate. It ensures that your wishes are followed and simplifies the process for your loved ones after you die.

Without a Will, intestacy laws (which vary by country) determine the distribution of your estate. Intestacy can be time-consuming to resolve.

Factors influencing intestacy laws:



Value of your estate: The size of your estate affects how it is distributed.



Children: Whether you have children impacts the inheritance process.



Marital status: If you are married, the law considers this when determining inheritance.



Inheritance tax

Your home is often the largest part of your estate and significantly influences the inheritance your beneficiaries receive.

Inheritance tax is due upon death, and the UK Government annually reviews the tax rates, exemptions, thresholds, and treatment of lifetime gifts.



It's essential to review and update your estate plan regularly to ensure it's lawfully and ethically transferred to your beneficiaries, while also reducing the taxes they'll have to pay.



Using a trust

A trust is a legal deed that ensures the asset placed inside it is treated in a specific way for tax purposes and for how the person who set up the trust can access it. By using a trust, any life cover stays outside your estate.

This benefits you because:

- ▶ it avoids any inheritance tax
- ▶ the money goes quickly to the right person because it is outside your estate and avoids any probate delays
- ▶ if you do not have a Will, the state decides who benefits from your estate. Because a trust places your life cover outside your estate, this cannot happen
- ▶ the money is not available to any of your creditors who have access to your estate.



Lasting and enduring power of attorney

This allows you to grant somebody else the power to make decisions on your behalf, if you're no longer able to. There are different types depending on where you live, what types of decisions you want to use it for, and when you want to use it.

The different types include:



Health and welfare.



Property and financial affairs.



If you're concerned about any of these areas, we can put you in touch with a specialist who can help.

Your next steps:

- 1 **Reflect on what you want to achieve** by working with us.
- 2 **Read your 'Terms of Business'** to explore the services and fees that best suit you.
- 3 **Let us know** which service option you want to proceed with.

We'll then get in touch to set up our next meeting together.



The Quilter Foundation is Quilter's charity. The Quilter Foundation provides vital funding to carefully selected charitable organisations, focusing on education, employment and health & wellbeing.

To find out more visit:
www.quilter.com/the-quilter-foundation

www.quilter.com

Tel. 0191 241 0700