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FAIRWAY CAPITAL SOLUTIONS

Driving your financial goals forward.

Complaints

At Clever Advice we pride ourselves on delivering excellent customer care, but we understand we may not always get everything right. If you are not satisfied with any part of our service, we want to know. We take all complaints very seriously and any feedback we receive is used to further develop and improve our service. Should you wish to register a complaint, you may do so by calling **0203 950 5530**. Alternatively, you may write to us at: **Compliance Department, Clever Advice Limited, The Townhouse, 114-116 Fore Street, Hertford SG14 1AJ** or via email at compliance@cleveradvice.co.uk.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request. If you are not satisfied with the outcome of your complaint, you may be able to refer your complaint to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on **0800 023 4567**.

Your privacy

As a customer of Clever Advice, we take your right to privacy very seriously. We will not disclose information about you or your accounts to anyone, other than where we have your consent, or where we are compelled or allowed by law to do so. Most of the information we hold is stored electronically on computer systems. However, some data may be held as manual or paper copies. We are confident that our systems are secure and appropriate controls are in place to prevent unlawful access to your information. As your mortgage broker, we will discuss your personal circumstances with lenders in order to determine the most appropriate product for your needs. The lender will undertake a credit check upon receipt of your mortgage application, or in some cases before an application is submitted, to enable the preparation of an "Agreement in Principle". We will seek your consent before any personal information is provided to lenders and before a credit check is undertaken. This check may be registered as part of your credit record. The lender may also supply information to a Credit Reference Agency regarding the way your account is managed. Clever Advice does not disclose any personal information it holds. Information may, in the ordinary course of business, move between Clever Advice, lenders, insurers and involve keeping the estate agent(s) and solicitors you are using updated on the general progress of your application(s). We are also obliged to make our records available to our regulator (FCA) upon request. Further information on Your Privacy can be found on our Client Privacy Notice.