

# House Rules

**Be kind, do not abuse staff.**

**Be honest, do not lie and provide/suggest providing false information -** Doing so could be classed as fraud and a criminal offence. We have a duty to report you instantly if we suspect or witness any signs of fraudulent intent.

**Provide ALL documentation your Adviser asks for and swiftly -** Not providing documents costs yourself and the adviser time in processing cases.

**Respect broker/adviser and provider service levels -** We understand you want your mortgage to complete as soon as possible, however mortgage advisers, brokers and lenders all have very important and serious compliance commitments to consider when processing cases. This can be anything from 'Vulnerable Customer' assessments' to Anti Money Laundering & Fraud checks. Please understand we want your case to go through as quick as possible too. Please respect our time.

**Enjoy -** Sit back and let us do the work.

*Foligno&Co*

