



I make you feel at home

Expat Mortgages

The # 1 company for financing your home abroad

Expat Mortgages B.V.

Barbara Strozzilaan 101-201
1083 HN Amsterdam

Opening hours:

Monday – Friday 8:30-17:00

Outside office hours by appointment

T +31 (0)207173908

E info@expatmortgages.nl

W www.expatmortgages.nl

Dear customer,

Consumers need to have clear insight into the services offered and the costs involved before they sign any agreement or contract.

We are more than happy to give you an overview of what you can expect from us – as outlined in this service document.

We will answer the following questions:

1. Who are we and how do we operate?
2. What services do we provide?
3. What do we expect from you as a customer?
4. How do we get paid for our services?
5. What can you do if you have a complaint?

If you have any questions after reading this document, feel free to contact us at 020-7173908 or send an e-mail to info@expat-mortgages.nl

Best regards,

Expat Mortgages B.V.

April 2017



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Who we are

It was back in 2007 that Henk and Chris decided to set up Expat Mortgages as an independent company devoted entirely to providing expats with mortgage advice in a language they understand. This initiative was prompted by the increasing number of expats asking for advice on home financing issues and the lack of a good and flexible service for expats by banks and brokers in general at the time.

How we work

Working together is key in the Expat Mortgages' philosophy. Together with you we will draw up an inventory of the risks involved when taking out a mortgage. We will look at what risks would need to be insured and will advise you on products that match your profile and personal situation.

Expat Mortgages is an independent mortgage agency and we are able to provide mortgages from most banks and insurance companies operating in the market. However, since not every bank is willing to finance or insure an expat, we cannot guarantee to provide a mortgage with every bank and/or insurance company.

We do not have any obligation to mediate for any particular bank or insurance company. Our consultants do not benefit financially by advising you a particular product. They earn a basic salary and a variable bonus based on the amount of mortgages agreed.

Expat Mortgages is registered with the Amsterdam Chamber of Commerce under registration number 34208813. Expat Mortgages is supervised by the AFM (the Dutch Authority for the Financial Markets, which has been responsible for supervising the operation of the financial markets since March 2002). Our permit is included in the Wft register under number 12016498

Our consultants make sure their expertise and knowledge is up to date by taking annual refresher courses.

Herenvest Groep Deelnemingen (represented by Henk Jansen) and Souhoka BV (represented by Chris van Maasdijk) own Expat Mortgages. No bank or financial institute has shares in Expat Mortgages. Expat Mortgages has no obligations towards any bank or financial institution.



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Services:

- Mortgages. Our aim is to make sure that the loan taken out to finance your primary residence matches your situation and financial capabilities.
- Life insurance/ term life insurance/ death risk insurance
Insurances that pay out if someone dies.

If you hire us to arrange your mortgage, you can expect:

1. All communication and most of the documentation in English.
2. An inventory of your current situation.
3. We will discuss the risks involved and discuss which ones are acceptable to you and which ones you may want or need to insure.
4. We will take your financial situation, such as the 30% ruling, into account.
5. We will inform you about the different products available and their terms.
We will discuss the risks and return on investment when applicable.
6. We will base the mortgage advice on your profile as a client, investor and your experience with the different financial products available.
7. We will help you filling in all documents and check all offers and policies accordingly.
8. We will guide you through the process of any medical check if applicable.
9. With regard to your tax return for the provisional income tax rebate: we will refer you to specialist tax advisor. Expat Mortgages will pay for the first two year's provisional rebate filing.
As a house owner you will need to file for your annual tax return every year. This will be on your own expense.
10. Mortgage advice plus most documentation and contracts in English.
11. We will be present at the notary's office for the final appointment to sign the official deed of transfer and the mortgage deed.



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Service after taking out the mortgage

We will archive all documents related to the mortgage in a personal digital file.

If things change in your (financial) situation, we will adjust the mortgage construction if necessary. It could be that we charge a fee for this; see chapter 'earnings'.

A mortgage is a long-term commitment. If your personal situation changes you may want to make extra repayments or want to adjust items related to the loan and/or insurance.

We will explain the (tax) implications of changing your mortgage construction and help you to make extra repayments on the principal on top of what has been agreed with the mortgage provider(s).

When the end date of your mortgage is due, we will discuss the possibilities with regard to repayments and, if applicable, will help you to refinance.

If one of the mortgage holders dies, we will guide you through the process and will communicate with companies involved on your behalf.

What do we expect from you?

You may expect high quality from our services, but we do need your help to enable us to perform at a high level. We expect you to provide us upfront with all the information necessary and relevant to the inventory of your financial situation and the advice given.

Information we need:

Your credit history in the Netherlands and abroad. Any listings at the BKR (Bureau of Credit registration). Be aware that overdraft on a current account, a credit card, a personal loan could all have an impact on your loan capacity. Also defaults in the past could have a serious impact.

Participation in pension schemes in The Netherlands and abroad,

Existing life insurance policies in The Netherlands and abroad.

Assets in The Netherlands and abroad.

Please keep us informed about changes to your personal or relationship situation (such as; birth, cohabitation, marriage, divorce, death, moving, change of address) and changes to your income and employment situation.

We would like to ask you to check all documents received for accuracy and inform us when you notice any discrepancies.



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How do we get paid?

Expat Mortgages will guide you through the whole process when applying for a mortgage and the necessary insurance(s).

Under Dutch law, since January 2013 financial advisors are not allowed to pay and/or receive commission. Expat Mortgages works with 'net offers' with regard to mortgages and insurance. **This implicates that a bank, insurance company or mortgage provider will not charge you a fee when working with Expat Mortgages.**

Expat Mortgages will invoice you directly for our services. The invoice will be settled in general as part of the invoice of the notary (statement of completion or 'nota van afrekening').

What does the invoice include?

Our basic fee for a mortgage package is **€ 2.975** (VAT not applicable).

This standard fee includes: the full process of identifying and applying for a mortgage without life insurance, organising a national mortgage guarantee, the bank guarantee (costs related to the bank guarantee are on clients expense), arranging the (NWWI) property valuation (costs of this mandatory survey are on clients expense), the provisional tax rebate for the first two years' into the mortgage, translation of the offer, 'costs compared' and the examination of the official documents, help at the notary's office and a year's supplementary advice. This amount is tax deductible in most situations. Your advisor can inform you about your specific situation. If you decide not to hire Expat Mortgages to arrange the mortgage, you do not have to pay for the orientation meeting or the advice, unless this was agreed upon by both parties upfront.

Additional fees

- | | |
|---|---------|
| - Life insurance (per policy) | € 250,- |
| - Contact with the selling estate agent when buying without an estate agent ('makelaar') and checking the purchase agreement on your behalf | € 350,- |
| - Handling paperwork and communication related to medical checks | € 150,- |
| - Self employed customers; additional fee due before handling your file | € 495,- |
| - Arranging a mortgage for existing house owners being first time customers of Expat Mortgages | € 495,- |



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Example 1

A client who requests a €400.000 mortgage through us, who does not need life insurance and who uses an estate agent to make the purchase, will pay:

Basic fee	€ 2,975

Total	€ 2,975
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Example 2

A client applies for a €230.000 mortgage using our services and who needs life insurance and a medical checkup but does not use an estate agent, will pay:

Basic fee	€ 2,975
Life insurance (one policy)	€ 250
No estate agent	€ 350
Medical check-up help	€ 150

Total	€ 3,725
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Offers

Expat Mortgages will compare at least five different financial constructions (type of mortgage and fixed interest rate periods) from at least three different banks.

Hours

In general, the process for getting a mortgage loan approved and all services provided by Expat Mortgage will take approximately 30 hours.

This includes accompanying you to the notary's office, the meetings with you, the time for translating all relevant documents, submitting all documents to the providers, arranging the provisional tax rebate and maintaining your file and product(s).

Additional costs:

Besides the costs mentioned above, we will not charge you any additional fees, with exception of the additional services listed below. These services will take between five and 10 extra hours.

Hourly costs € 125,- exclusive VAT if applicable.

Mentioned rates below are the maximum amounts charged and also exclusive VAT if applicable.

- | | |
|--|---------|
| 1. Extra loan within existing registration of the mortgage | € 995 |
| 2. Any changes in name/liability within the mortgage contract and/or deed
No extra charges for term life insurances when applicable | € 2.975 |
| 3. Changes in loan components, insurances involved or mediation on term interest | |
| Existing clients of Expat Mortgages | € 249 |
| New clients | € 500 |

These costs are due when you assign Expat Mortgages to start the process.

Any meeting upfront to discuss things is free of charge.

The fees mentioned are excluding VAT if applicable.



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Complaints?

If you have any complaints about our services, we would like to hear them. That way, we can work out how to solve the problem.

If you file a complaint, we will let you know within two weeks how long we will need to address your complaint properly. This will take a maximum of six weeks.

If that process fails to reach a satisfactory solution and/or if Expat Mortgages takes more than eight weeks to get back to you, you have the option of lodging your complaint with the Financial Services Complaints Institution (*Klachteninstituut financiële dienstverlening* also known as *KiFid*)

Expat Mortgage is affiliated with the KiFid under registration number 300.011162

The KiFid makes a binding recommendation on disputes.

The complaints procedure is outlined on KiFid's website (www.KiFid.nl)

KiFid

Postbus 93257

2509 AG Den Haag

0900-3552248 or info@kifid.nl

You are also free to refer your complaint to the civil court.

You have the right to end the relationship with our office at any time, without a notice period and without costs.

When you have taken out insurances through our mediation and registered through our office, you can ask the insurance company to transfer the insurance to any consultant of your choice.

We are equally free to end the relationship with you.

In that case, you can ask the insurance company to transfer the insurance to any consultant of your choice.