

1. Registration

- 1.1 Please complete the registration form **P1178** and submit to newbusiness@castletrust.co.uk with your designated Castle Trust Bank contact in copy.
- 1.2 Once submitted the information will be checked registered onto the system within 2 working days or alternatively, if further information is required, your designated Castle Trust Bank contact will be in touch to request this.
- 1.3 Once uploaded onto the Castle Trust Bank “Know Your Partner” (KYP) system you will receive a welcome email from newbusiness@castletrust.co.uk with your completed Terms of Business (TOB) forms, **P1187 & P1188**, which detail the Castle Trust Bank privacy policy and procurement fee rate details.
- 1.4 By completing and accepting these forms you agree for your Appointed Representative(s) to register directly with Castle Trust Bank by submitting a **P1180** form. Please see the Appointed Representative Registration section for this process.

2. Appointed Representative Firm Registration – Under 10 Advisers

- 2.1 Each Appointed Representative Firm will need to complete and submit a **P1180** form to newbusiness@castletrust.co.uk with either their Business Development Manager or the Networks’ designated Castle Trust Bank contact in copy; the bank details section does not need to be completed:
 - 2.1.1 Please check “Yes” to the question “Previously established and accredited Castle Trust Bank firm?”
- 2.2 Once submitted the information will be checked registered onto the system within 2 working days or alternatively, if further information is required, their Business Development Manager or the Networks’ designated Castle Trust Bank contact will be in touch to request this.
- 2.3 Their details will be checked against the FCA Register <https://register.fca.org.uk/> to confirm that the firm is a live Appointed Representative of the relevant Network in order to be successfully uploaded onto the system.
- 2.4 Once uploaded onto the Castle Trust Bank “Know Your Partner” (KYP) system, each Adviser will receive a welcome email from newbusiness@castletrust.co.uk with their Business Development Manager in copy detailing how to access the Castle Trust Bank **Broker Portal** which is where the Adviser will submit new applications and access product information. They will also receive the **P1182** TOB form which details the Castle Trust Bank privacy policy.
- 2.5 Once the firm is accredited with Castle Trust Bank and wishes to add more Advisers at a later date they will need to submit a **P1180** form to newbusiness@castletrust.co.uk with either their Business Development Manager or the Networks’ designated Castle Trust Bank contact in copy. If this would result in 10 or more Advisers being accredited until a single Intermediary firm, please follow the process in **Section 3**.

3. Appointed Representative Firm Registration – 10 or more Advisers

- 3.1 This is the “Large Distributors” process, this will be applicable once 10 or more Advisers are requested to be registered to a single Intermediary Firm.
- 3.2 Each Appointed Representative Firm will need to complete and submit a **P1176** form and a **P1177** form to newbusiness@castletrust.co.uk with either their Business Development Manager or the Networks’ designated Castle Trust Bank contact in copy; the bank details section does not need to be completed:
 - 3.2.1 Please check “Yes” to the question “Previously established and accredited Castle Trust Bank firm?”
- 3.3 Once submitted the information will be checked registered onto the system within 2 working days or alternatively, if further information is required, their Business Development Manager or the Networks’

designated Castle Trust Bank contact will be in touch to request this.

- 3.4 Their details will be checked against the FCA Register <https://register.fca.org.uk/> to confirm that the firm is a live Appointed Representative of the relevant Network in order to be successfully uploaded onto the system. Each principal, partner, director and officer of the firm will also be checked for the following:
 - 3.4.1 Disqualified Directors
 - 3.4.2 Register of Insolvent Companies
- 3.5 Once uploaded onto the Castle Trust Bank “Know Your Partner” (KYP) system, each Adviser will receive a welcome email from newbusiness@castletrust.co.uk with their Business Development Manager in copy detailing how to access the Castle Trust Bank **Broker Portal** which is where the Adviser will submit new applications and access product information. They will also receive the **P1186** TOB form which details the Castle Trust Bank privacy policy.
- 3.6 Once the firm is accredited with Castle Trust Bank and wishes to add more Advisers at a later date they will need to submit a **P1176** form to newbusiness@castletrust.co.uk with either their Business Development Manager or the Networks’ designated Castle Trust Bank contact in copy.

4. Procuration Fees

- 4.1 Castle Trust Bank procuration fees are a percentage of the gross mortgage amount to a Borrower that is deducted from the arrangement fee of the mortgage at completion.
- 4.2 The level of this is product dependant and detailed within the **P1187** form for new business unless stated on the relevant Term Sheet and Pre-Sales Illustration of the mortgage. Our product names have evolved recently so for clarity a further breakdown is as per attachment “Proc Fees 2021 – Networks”. For refinance cases, the procuration fee is 0.5% of the gross mortgage amount unless stated on the relevant Term Sheet and Pre-Sales Illustration of the mortgage.
- 4.3 The procuration fee will be paid to the Networks’ bank details provided in the completed **P1178** form in all circumstances. This will be sent to those account details on the Friday subsequent to the mortgage completion, if the mortgage completes on a Thursday or Friday this will be sent on the Friday of the following week.
- 4.4 Once payment has been sent, a commission statement will be sent to the email address stipulated by the network from newbusiness@castletrust.co.uk detailing the details of the fee paid. An example of this has been attached under “Commission Statement Example”.
- 4.5 As per the form **P1188** under section 7, the procuration fee that you pass on to your advisers must not exceed 1.0% of the gross loan amount.
- 4.6 For any queries, please raise in the first instance with your designated Castle Trust Bank contact.