Value Assessment

Name of product / service	**Residential Bridging Packaged Service**
Assessment reason	**Annual Review 2026**

Service description

- An initial meeting/discussion with Broker (Packaged).
- Fact-finding and information gathering.
- Research using lender product/criteria guides and industry knowledge.
- Terms presentation to Broker based on individual circumstances.
- Application/documentation checking and support. Lender case submission and updates.
- Post offer support – liaising with Lender, Valuer or Solicitor.

Target Market

- New or existing clients looking to obtain a short-term finance solution. Examples include; sale or downsize transactions, chain breaks, urgent property repairs or renovations, support an auction transaction or a requirement to raise short term capital where the application is ruled out by mainstream lenders or falls outside of standard mortgage lending products.
- Clients with circumstantial reasons, as to why they may require a short-term finance product.
- In addition to the above, clients who may have an adverse credit profile, unusual income types, or non-standard property construction.

Limitations

- No access to direct to customer rates.
- Clients who do not meet lending criteria.
- Clients who do not have a feasible and credible exit strategy (repayment method).
- Clients who may be at risk of obtaining a term mortgage to exit (repay) the bridging finance.
- Clients seeking a longer-term solution (over 12 months).
- Are purchasing a property and there are no time constraints on the client to complete.
- Customers who have adequate liquid resources e.g. cash or stocks/shares where accessing these would be considerably less expensive than the costs associated with a Bridging Loan.
- May obtain required funds more cost effectively on an unsecured basis.
- Clients who have been convicted or suspected of fraud or fail AML verification checks.
- Clients who fall below the expected minimum equity amount, e.g. with an LTV of 75% or higher may be excluded from lender.
- Clients who have properties overseas.
- Clients who hold a Power of Attorney which has not been sealed by the Courts.

Remuneration

- Crystal Property Finance charge no upfront fees.
- Broker Fee payable on completion – Over £200,000 – Nil. Below £200,000 - £995
- Procuration fee / commission paid to Crystal Property Finance from lender.

Our assessment of our charging structure within the Distribution Chain has been determined to offer Fair Value for the service and benefits we can provide.

Market research when designing service
Our service is not priced significantly higher or lower than other comparative services offered in our market. On some occasions we are able to attract exclusive and semi-exclusive products and access lenders and products unavailable if access to them is attempted directly. We have assessed our competitors and sought feedback from our introducers and lenders across all lending disciplines that are captured by the Duty and are satisfied our service is fit for purpose.

Value/Benefits

- Knowledgeable staff who have the ability to assess and apply lender criteria effectively.
- Specialist staff who understand lender criteria and have experience of the short-term finance market.
- Experienced staff with wide mortgage market exposure.
- High quality and accessible customer service which ensures applications are processed efficiently. (including direct telephone lines and online services).
- Timeframe from application to completion is traditionally much quicker than a mortgage.
- Explanation of the effect and impact of paying a product fee.
- Access to a wide range of mortgage products allowing comparison across lenders.
- Access to third party professional support, e.g. surveyor and solicitors.
- Enhanced Relationships with lenders from senior management through to underwriters so that applications can be considered on a case-by-case basis.
- Semi-exclusive product offerings from specialist lenders.
- Access to third party referral around ancillary services, GI, protection to support mortgage obligation.

Behavioural biases present
None exist which may lead to harm in relation to the Service we offer within the Target Market. We do not inappropriately manipulate or exploit retail customers, through behavioural biases to mis-lead or create a demand for a product. If a broker assumes only a short-term finance product is appropriate, we will assess the information provided and support them in understanding, which is the most appropriate solution. We will assess each case on its own merits and on the individual's, circumstances provided to us and base our information on those findings, (where appropriate).

Characteristics of vulnerability

Our Bridging Finance broking service is designed to cater for a wide Target Market. It is not targeted specifically to meet any inherent characteristics of vulnerability in the Target Market.
It is, however, likely to be utilised by some customers with characteristics of vulnerability or those who will experience vulnerability over time.

Situations where customers experiencing vulnerable circumstances may receive compromised value of the service may include:

- Lack of knowledge and experience (low level of financial sophistication).
- Reduced financial resilience (low income, defaults in the past and/or still evidence of credit issues).
- Historical adverse which could indicate lower capability.
- Poor language skills and/or digital exclusion.
- Age related.

We will therefore adapt our service according to the needs of our customer and in line with our Vulnerable Persons Policy and aim to achieve Fair Value and good outcomes for customers who may be vulnerable.

Total cost a client might pay
When assessing our Service to ensure it provides Fair Value, we considered the total charge the customer may pay across the Distribution Chain. This can vary quite significantly depending on the rate options offered by the specific lender, product fees and other third-party fees. Through knowledge of lender value assessments, we look to understand how the products we recommend deliver value and the cumulative impact of costs across the chain.

Summary of our assessment

We have assessed that:

- Our Bridging finance broking product continues to meet the needs, characteristics, and objectives of customers in the identified Target Market.
- The intended Distribution Strategy remains appropriate for the Target Market.
- The Product provides Fair Value to customers in the Target Market (i.e. the total benefits are proportionate to total costs).

We have developed an assessment process which evaluates several aspects of our business to determine the value. This analysis is used to ascertain whether the Service delivers Fair Value for customers. The outcomes of the assessment process are presented to the Executive Committee on an ongoing basis, allowing for challenge and further investigation.

Our assessment concluded that the Product continues to deliver Fair Value for customers in the Target Market for the Product.

Actions required	No
Next review date	31/03/2027 or earlier if external factors support this