

## **Arlington voted best in Hartlepool for mortgage advice**

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Arlington Financial has been rated top mortgage advice provider by the Financial Times Adviser's Mystery Shopper in a survey of independent financial advisory services in Hartlepool.

Four financial services firms were judged by a mystery shopper who was looking for advice on her mortgage. They were given information including her age, the type of mortgage and the value of the property.

Each firm was then given marks based on seven criteria including telephone manner, knowledge, and the guidance given. The scores were then tallied for a final rating and a verdict given.

Arlington Financial scored the highest of all four firms with an overall rating of 32/35. The next highest score was 23/35. It was the only independent financial adviser to be awarded full marks in more than one section; scoring 5/5 in five of the seven measures.

Telephone manner, payment method, knowledge, email/web presence and guidance given, all scored top marks. Arlington gave the most detailed guidance to the shopper and was also the only firm to have both a website and an email contact option.

The speed of response to the call also scored well, as did the qualifications of the advisor, who held both CII and CF6 at level three, the highest qualifications of any of the advisors tested.

The final verdict from the Financial Times Adviser was: "The shopper felt she had a very detailed picture of her situation, where to go next and the options available to her. She also felt confident that the adviser would find her the best deal."

Jon Sturrock, Managing Director of Arlington Financial said: "It is a great testament to our business to have been judged the best in the area for mortgage advice by an independent and well-respected publication such as the Financial Times Adviser."