



Wft service guide PlannersDesk

Information about our services Under the Financial Supervision Act (Wft), we are required to provide you with the information below prior to concluding a financial agreement.

Name and address

Our statutory details are as follows:
PlannersDesk BV

Velperweg 88
6824 HL Arnhem

Office profile

PlannersDesk is a fully independent and autonomous financial advisory office that mediates for you in financial matters in the broadest sense of the word. Our specialization is mortgages and all related insurances in the field of life and non-life. We can also assist you with purchase and sale mediation, sustainability and divorce mediation.

The people

Edwin Kemers is a Wft-certified all-round advisor and together with you he takes the necessary steps for a well-founded mortgage advice and ensures the mediation of the products you want. He is supported by a team for the management of your non-life insurance and the claims handling. The Huizonline team supports for the brokerage and styling.

Registration with the Netherlands Authority for the Financial Markets Our office is registered with the Netherlands Authority for the Financial Markets (AFM) under number 12016150.

Nature of services Our license

allows us to mediate in: mortgage credit, consumer credit, electronic money, savings accounts, current accounts, life insurance and non-life insurance.

Do you have a complaint?

Of course we do our best to serve you as well as possible. However, if you are not satisfied, we ask you to let us know. We will then do our best to satisfy you again. If you feel that we have not responded to your complaint to your satisfaction, you can contact:

Complaints Institute for Financial Services (KiFiD)
Under number 300.010956

Postbus 93257, 2509 AG THE HAGUE Tel.:
070-333 8 999

consumenten@kifid.nl

<https://www.kifid.nl/consumenten>

Advice free

Our office is advice-free. This means that we have no contractual obligation to advise you. advise to opt for the financial products of certain banks or insurers.

No say We are a

completely independent company. No bank, insurer or other provider of financial products or services has voting rights or a share in our capital.

Selection of providers We

periodically make a selection of the financial products that banks and insurers offer. We work with a number of preferred companies. We decide who they are. So we are completely free in our advice. We will also include the other companies in our product comparisons. For almost all companies in the Netherlands we can also provide mediation for you.



Overview of companies

ACE Europe Life	THE	National Netherlands
AEGON	Dazure	National Guarantee
Allianz	Share	NIBC Direct
Allianz Global Assistance	Florius	Obvion
Amersfoort	Gouda	Mutual
Aragon	HollandWoont	Quantum Life
Ardanta	Hypotrust	Real
Argenta	ING Bank	Robust Mortgages
ASR Insurance	iptiQ	Shield
Attention	Interbank	Syntrus Achmea Real Estate
Avero Achmea	IQWOON	TAF Life
bijBouwe	Cloverleaf	Tulip Mortgages
BLG Living	Leiden Insurance	Venn Mortgages
Above me	Lloyds Bank	Vista Mortgages
Central Management	Lot Mortgages	Housing Fund
Colibri Mortgages	Mid glass	Living now
Credit Life	MUNT Mortgages	Seven Woods

How we are remunerated We charge you

fixed fees for our services, which we inform you about in advance. This way, you will not be faced with unexpected costs. We offer multiple service subscriptions for aftercare and management. By also providing insight and overview in the future, you have the certainty of a responsible mortgage and worry-free finances.

Mission statement

Reliable and driven is PlannersDesk in realizing benefits for our customers. Our rewards benefit the quality of our services and guarantee our continuity and thus service for our customers.

Our code of conduct

We treat your data confidentially. The data will not be provided to third parties and will only be used for advocacy purposes.

We advise in your interest. This means that we do everything we can to serve your interest as best as possible. We will therefore not cooperate in constructions that go against your interest, not even if requested to do so by you or others.

We are free to mediate for any company. We therefore do not make agreements with banks or insurers that limit our freedom to advise.

We do not participate in incentives from banks or insurers that are aimed at purchasing certain quantities of a product or product type.

We do not knowingly provide incorrect information to a bank or insurer in relation to the conclusion or acquisition of a product or service. Nor will we withhold data that would lead to a different assessment of your application by a bank or insurer.

We are aware of the trust you place in us and will do our utmost to act accordingly.

100% transparency guarantees 100% independence