



**ORDER FORM / DIRECT DEBIT:  
WEBTOOLS**

Please fax this form to **0845 456 3043**, email it to **registrations@trigoldcrystal.co.uk** or mail to:  
TrigoldCrystal, Subscriptions, Octagon House, 81-83 Fulham High Street, London SW6 3JW

**CUSTOMER DETAILS**

Title: \_\_\_\_\_ Name: \_\_\_\_\_ Company: \_\_\_\_\_  
 Surname: \_\_\_\_\_ Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Payers' Ref: \_\_\_\_\_ Postcode: \_\_\_\_\_

**LICENCE DETAILS**

Number of Licences: \_\_\_\_\_ Licence is charged per firm, per month. Please tick applicable box.

**YOUR SITE SOURCING**

- LEVEL 1. Your Site Sourcing: **£49** pcm. (2,750 mortgage searches per month)
- LEVEL 2. Your Site Sourcing: **£99** pcm. (6,000 mortgage searches per month)
- LEVEL 3. Your Site Sourcing: **£199** pcm. (14,000 mortgage searches per month)
- LEVEL 4. Your Site Sourcing: **£299** pcm. (25,000 mortgage searches per month)

**COMBINED DISCOUNT: YOUR SITE SOURCING & BEST BUY MORTGAGE TABLES**

- Best Buy Mortgage Tables & LEVEL 1. Your Site Sourcing: **£69** pcm
- Best Buy Mortgage Tables & LEVEL 2. Your Site Sourcing: **£119** pcm
- Best Buy Mortgage Tables & LEVEL 3. Your Site Sourcing: **£219** pcm
- Best Buy Mortgage Tables & LEVEL 4. Your Site Sourcing: **£319** pcm

**BEST BUY MORTGAGE TABLES**

- Best Buy Mortgage Tables: **£39** pcm.

All Prices exclude VAT. Please see overleaf for Terms & Conditions.

- Charge includes 1 URL
- £39 per month per additional URL (each additional URL provides allowance for 1,500 further searches e.g. £299 + £39 = 26,500 searches | £49 + £39 = 4,250 searches.)
- 1 login to Web Tools Manager per URL (for configuration, panel management and viewing leads generated list)

**INSTRUCTIONS TO YOUR BANK/BUILDING SOCIETY TO PAY DIRECT DEBITS**



Name(s) of Account Holder(s)  
 \_\_\_\_\_  
 \_\_\_\_\_

**Originators Identification Number:** 808275

Bank/Building Society account number:  
 \_\_\_\_\_

For IOnline Ltd t/a TrigoldCrystal Ltd. Official Use Only  
 This is not part of the instruction to your Bank or Building Society

Bank/Building Society Sort Code:  
 \_\_\_\_\_

**Instruction to your Bank or Building Society**  
 Please pay IOnline Ltd t/a TrigoldCrystal Ltd. Direct Debits from the account detailed in the Instruction subject to the safeguards assured by Direct Debit Guarantee. I understand that this instruction may remain with IOnline Ltd t/a TrigoldCrystal Ltd. and, if so, details will be passed electronically to my Bank/Building Society.

Name & full address of your Bank/Building Society  
 To: The Manager Bank/Building Society  
 \_\_\_\_\_  
 Address:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Post Code:  
 \_\_\_\_\_  
 Trigold Reference Number:  
 \_\_\_\_\_

Signature:  
 \_\_\_\_\_  
 Date:  
 \_\_\_\_\_

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the payer

**THE DIRECT DEBIT GUARANTEE**



- This Guarantee is offered by all Bank and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change IOnline Ltd t/a TrigoldCrystal Ltd. will notify you 5 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by IOnline Ltd t/a TrigoldCrystal Ltd. or your Bank/Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time, by writing to your Bank/Building Society. Please also send a copy of your letter to IOnline Ltd t/a TrigoldCrystal Ltd.



## TERMS & CONDITIONS: WEBTOOLS

### TRIGOLDCRYSTAL WEB TOOLS MORTGAGE SOURCING SERVICE LICENCE TERMS AND CONDITIONS

#### DEFINITIONS

- **Authorised Users** - authorised subscribers to TrigoldCrystal Web Tools who have accepted these terms and paid for use of the Web Tools service
- **Web Tools Plug In** - TrigoldCrystal's consumer facing mortgage sourcing service and best buy tables supplied for use by Authorised Users by way of a plug in web service which can be incorporated into the Authorised Users own website
- **Web Tools Manager** - TrigoldCrystal's business facing platform for both the user controlled configuration of the Web Tools Plug In service and to display Sales Leads generated on the consumer facing service
- **Web Tools web service Search** - any product search undertaken by a customer via the Web Tools plug in which results in a call being made to the TrigoldCrystal web service system and a product search result returned for display on the Web tools Plug In. This includes each completed full product search, each amended full product search, each product search results page viewed and each product details page viewed from the search results
- **Customer Lead** - information about retail customers derived from TrigoldCrystal Web Tools, following the customer providing their contact information with a view to advice and or purchase of a product shown in the Web Tools Plug In Web Service.

#### WHEREBY

Subscribers to TrigoldCrystal Web Tools services can purchase a Licence to access the Web Tools Plug In service and display this within their own website.

#### RESPONSIBILITIES

TrigoldCrystal will:

- provide the TC webtools solution and provide each Authorised User with individual access to the TrigoldCrystal Web Tools Manager;
- supply Sales Lead information via the TrigoldCrystal Web Tools Manager.

#### AUTHORISED USERS WILL

- abide by these Terms and Conditions at all times;
- only set up the TrigoldCrystal Web Tools once on any URL
- firm's website, regardless of how many individual appointed representatives or advisers who are part of the firm;
- pay the relevant fee in advance for continuation of access to TrigoldCrystal Web Tools;
- be able to export client records from their TrigoldCrystal account;

#### RESTRICTIONS ON USE

Authorised Users may not re-sell the TrigoldCrystal Web Tools to any third party. Additional licences (e.g. for use on introducers' websites) may be purchased at the appropriate licence fee. The service is provided for use by consumers not advisers of regulated mortgages.

#### LICENCE FEE

Authorised Users must choose in advance the maximum number of Searches they require per calendar month (pcm), based on the following tiers of service, and pay the appropriate licence fee:

- Level 1 £49 - Provides up to 2,750 mortgage searches per month.
- Level 2 £99 - Provides up to 6,000 mortgage searches per month.
- Level 3 £199 - Provides up to 14,000 mortgage searches per month.
- Level 4 £299 - Provides up to 25,000 mortgage searches per month.

Payment is required monthly in advance by direct debit and the first payment will be collected on 1st day of the month after the date of the direct debit. Alternatively an annual subscription may be made by cheque, credit card, chaps or bacs.

#### CUSTOMISATION

Any customisation of the software is chargeable at our standard charge out rates.

#### PROVISION OF THE TRIGOLDCRYSTAL WEB TOOLS

TrigoldCrystal will use reasonable endeavours to ensure the TrigoldCrystal Web Tools are available excluding outages for planned and announcement maintenance 99% of the time. Service failures should be reported to [support@trigoldcrystal.co.uk](mailto:support@trigoldcrystal.co.uk) and will be actioned between the hours of 9:00am and 5:00pm except during weekends and UK bank holidays. The service can be branded by the Customer but will always display the phrase "Powered by TrigoldCrystal" or a similar phrase.

#### INDEMNITY AND LIMITATION OF LIABILITY

TrigoldCrystal Best Buys are based on defined TrigoldCrystal procedures however no warranty is given regarding the accuracy of information contained therein or that the software is error free. TrigoldCrystal accepts no liability for any incorrect or inappropriate advice given by the Authorised User, or for any other inappropriate sales made by Authorised Users following the receipt of a Sales Lead. The maximum TrigoldCrystal Liability shall be the amount paid by the customer for the licence(s).

#### INTELLECTUAL PROPERTY

All intellectual property rights in the TrigoldCrystal Web Tools reside and remain with TrigoldCrystal.

#### TERMINATION

The Authorised User may terminate the agreement after an initial period of 12 months following 30 days prior written notice to take effect at the end of the period currently Licenced. For the avoidance of doubt, Authorised Users paying an annual subscription can give notice to terminate on the anniversary of the agreement and no refund of the Licence Fee will be given. The Licence Agreement can be terminated immediately in the event that the other party is in material breach of the Agreement which cannot be remedied within 14 days of the breach. TrigoldCrystal may immediately terminate the licence and withdraw access to the TrigoldCrystal Web Tools in the event of non-payment of the licence fee.

#### LATE PAYMENT INTEREST

In the event of late payment of licence fees due under this agreement TrigoldCrystal has the right to charge the Customer interest at the rate of 2% per month on all unpaid charges arising under this agreement

#### UPGRADE

TrigoldCrystal has the right to deploy upgraded versions of the Web Tools products as long as the new functionality enhances the customer experience. Major new releases of Web Tools with significantly enhanced functionality may be released as an optional service to existing customers and may be subject to an additional license fees.

#### EFFECT OF TERMINATION

When an Authorised User ceases to be authorised for whatever reason, TrigoldCrystal will remove access to the TrigoldCrystal Web Tools and no further licence fee will be due.

#### ASSIGNMENT

Licencee may not assign this agreement without prior written agreement of TrigoldCrystal.

#### CHANGES TO THESE TERMS AND CONDITIONS

TrigoldCrystal may alter these Terms and Conditions on provision of 30 days written notice of the same.

#### JURISDICTION

The Licence Agreement is governed by English Law and the parties irrevocably submit to the jurisdiction of the English Courts to settle any dispute.

#### INVALID TERMS

If any of these terms is found to be invalid or unenforceable, this will not affect the validity of the remaining terms and the parties will replace the invalid term with a valid one.