

### 3mc Quality Assurance – Google Reviews

We regularly receive outstanding reviews on google and decided that maybe we should shout about it. In the last three months we have received an outstanding 4.9 stars, and overall, our average is 4.9. This is because we like to go the extra mile and ensure the service, we provide is what Brokers, who use us, want. Communication between us is key and the more we know about the customers circumstances the better we can source deals that meet their criteria. Whilst we won't give advice on our packaging side of the business, we will carry out the research needed on your behalf.

As a Broker you are required to meet the Consumer Duty requirements and by using a Packager, such as 3mc, you will be using a firm that sets a high expectation and standard of care when dealing with each case. This includes ensuring the products are fit for purpose, which meets the Consumer Duty **Product and Service Outcome**, and offers a fair value, which falls under the **Price and Value Outcome**. This then enables Brokers to evidence that they are recommending a product that meets the customers criteria and as a bonus we hope we give you more time to concentrate on what Brokers do best, and that is giving advice. We love supporting Brokers and being a part of the puzzle researching the market is what we do best.

Google Reviews – Last 3 Months	Google Reviews – Overall Company Average
4.9 Stars – Average	4.9 Stars - Average
Customer Feedback	Customer Feedback
Phil Whitton 1 review 5 months ago Thanks again for providing a great service and another completion	Martyn Miller 1 review 6 months ago As a mortgage adviser of 23 years experience I settled on 3MC some years ago as my 'Go To' packager for specialist lending cases. In all cases I have had confidence that they would do all they could to get an application through to completion and keep me informed every step of the way. My latest application 3MC dealt with was easily the most complicated of my career but Louise and her team worked infallibly to get it over the line and in doing so enabled my clients - who were mortgage prisoners - to keep their home. Applications of this nature are always a team effort and 3MC are the team I prefer to work with.

Document 2. – Last updated 28.05.2026