

# Information about our insurance services



**HEAD OFFICE:**  
Monmouthshire House  
John Frost Square  
Newport  
South Wales  
NP20 1PX

---

## 1. Whose products do we offer?

---

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers.
- We only offer products from Royal and Sun Alliance for household insurance.

---

## 2. Which service will we provide you with?

---

- We will advise and make a recommendation for you after we have assessed your needs for household insurance.
- You will not receive advice or a recommendation from us for household insurance. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

---

## 3. What will you have to pay us for this service ?

---

- A fee.
- No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

---

## 4. Who regulates us?

---

The Monmouthshire Building Society, Monmouthshire House, John Frost Square, Newport, NP20 1PX, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 206052.

Our permitted business is advising on and arranging insurance.  
You can check this on the Financial Services Register by visiting the FCA's website [www.fsa.gov.uk/register/home.do](http://www.fsa.gov.uk/register/home.do) or by contacting the FCA on 0800 111 6768

---

**5. What to do if you have a complaint**

---

If you wish to register a complaint, please contact us:

...in writing. Write to: The Systems and Compliance Officer, Monmouthshire Building Society,  
John Frost Square, Newport, NP20 1PX, South Wales.

...by 'phone. Telephone: 01633 844444

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

---

**6. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

---

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.