



®

about our services

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

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?

INSURANCE

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

MORTGAGES

- We offer mortgages from the whole market.
- We only offer mortgages from a limited number of lenders.
- We only offer our own mortgages.

3. Which service will we provide you with?

INSURANCE

- 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.

MORTGAGES

- We will advise and make a recommendation for you after we have assessed your needs.

You will not receive advice or a recommendation from us 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.

4. What will you have to pay us for our services ?

INSURANCE

A fee.

No fee.

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

MORTGAGES

No fee.

A fee.

You will receive a key facts illustration when considering a particular mortgage, which will tell you about any fees relating to it.

5. 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 administering mortgages and mortgage lending, together with 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 or by contacting the FCA on 0800 111 6768

6. What to do if you have a complaint

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

...**in writing**. Write to: Systems and Compliance Manager, 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.

7. 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

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

MORTGAGES

Mortgage advising and arranging is covered up to a maximum limit of £50,000.

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