

## About our services and costs

### 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document explains the service you are being offered and how you will pay for it. You can then use this information to decide if our services are right for you.

### 2. Mortgage Services

#### Whose products do we offer?

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

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

- Execution Only – You will not receive advice and will need to make your own choice about how to proceed.
- Advised – We will advise and make a recommendation for you after we have assessed your needs.

#### What will you have to pay us for our services?

- A fee.
- No fee.

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

### 3. Insurance Services

#### What type of firm are we?

- We are an undertaking firm and our main business activity is providing insurance products.
- We are an intermediary firm as our main business activity is as a building society. We carry out insurance related activities (selling insurance products) on behalf of an insurance firm.

#### Whose products do we offer?

- We offer products from a range of insurers.
- We can only offer products from a limited number of insurers.
- We can only offer products from Uinsure Limited for household insurance, and from Legal & General Assurance Society Limited for life assurance and critical illness.

### Who do we act for?

- We act for the customer by looking at products from a range of insurers to ensure the right product from the right insurance company is offered to the customer.
- We act for the insurance company. We can only offer products from Uinsure Limited., and Legal & General Assurance Society Limited as noted in point 3 above.

### Which service will we provide you with?

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

### What will you have to pay us for our 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?

Cumberland Building Society, Cumberland House, Cooper Way, Parkhouse, Carlisle, Cumbria, CA3 0JF 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 106074.

Our permitted business is advising on, arranging, entering into and administering regulated mortgage, general insurance and pure protection contracts.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) 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 us at Cumberland Building Society, Cumberland House, Cooper Way, Parkhouse, Carlisle, CA3 0JF.

**By phone** – call us on 01228 403141

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

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 £85,000.

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