

# Insurance Terms of Business

## Important information about our insurance services



**This document contains key information that you should consider before applying for any insurance services offered by us. You should read it carefully and keep a copy for your future reference.**

### Our Services

Skipton acts as an insurance intermediary on our customers' behalf to make an introduction to Legal & General for Home Insurance and Landlords Insurance, and AIG Life Limited (AIG) for Life Insurance and Critical Illness Cover. We will provide you with information only and you will not receive any advice from us, Legal & General or AIG, although we may all ask you some questions to find out if any of the products offered may be suitable for your needs. You must then make your own choice about how to proceed. If you're arranging a mortgage through Skipton, it's not a condition of your mortgage that you take out insurance through Legal and General and/or AIG.

Skipton is acting in a purely intermediary capacity and has no direct or indirect holding in the Legal & General or AIG group of companies, and we can only offer insurance products from Legal & General and/or AIG.

### Insurance cover demands and needs

Home insurance products meet the needs of those who wish to protect their home and/or its contents. The Life and Critical Illness products meet the needs of those who wish to receive a lump sum benefit if death occurs during the length of the plan, and/or if a terminal illness or a critical illness is diagnosed during the term of the plan that meets AIG's definitions.

Our insurance partners will provide information to help you decide whether the insurance they offer meets your needs.

### Fees and Commission

No fee is payable for our service. Should you decide to proceed, Legal and General and/or AIG will confirm any payments that may become due over the lifetime of the policy, such as those for mid-term adjustments, administration fees and cancellation fees.

For every insurance policy sold or renewed, Skipton Building Society will receive commission from Legal & General and/or AIG for the duration of the policy, which is built into the overall cost of the insurance premium.

### Not happy with our service?

If for any reason you're not satisfied with any aspect of our service and want to register a complaint, please contact us:

In writing to: **Skipton Building Society, Customer Relations, Principal Office, The Bailey, North Yorkshire, BD23 1DN**

By phone on: **0345 850 1700**

Via the 'Contact us' page of our website

Our written complaints procedure is available on request. If you can't settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

The Financial Ombudsman Service offers a free and independent service for consumers and can be contacted at: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Phone: 0800 023 4567. Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### Who regulates us?

Skipton Building Society is authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) and PRA under Financial Services Register number 153706.

You can check this on the Financial Services Register by visiting the FCA's website

[www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0800 111 6768.

### The Financial Services Compensation Scheme (FSCS)

Skipton Building Society is 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 arranging is covered for 90% of the claim, without any upper limit.

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

Call in **branch** | Talk to us today **0345 850 1700** | Visit **skipton.co.uk**

If you would like this in large print, Braille or audio, please contact us on 0345 607 9838 or fax 01756 705700.

Skipton Building Society is a member of the Building Societies Association. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, under registration number 153706, for accepting deposits, advising on and arranging mortgages and providing Restricted financial advice. Principal Office, The Bailey, Skipton, North Yorkshire BD23 1DN.