

## 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 Fairmead Insurance Limited, part of the Liverpool Victoria General Insurance Group 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, Fairmead Insurance Limited or AIG, although we may 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 Fairmead Insurance Limited and/or AIG. Skipton is acting in a purely intermediary capacity and has no direct or indirect holding in the Fairmead Insurance Limited or AIG group of companies, and we can only offer insurance products from Fairmead Insurance Limited 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, Fairmead Insurance Limited and/or AIG will confirm any payments that may become due over the lifetime of the policy, such as those for midterm adjustments, administration fees and cancellation fees. For every insurance policy sold or renewed, Skipton Building Society will receive commission from Fairmead Insurance Limited 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\***

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 and regulated by the Financial Conduct Authority (FCA) and Prudential Regulation Authority 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.

\*Calls may be monitored and recorded. Lines are open 8am to 8pm Monday to Thursday, 8am to 6pm Friday and 9am to 5pm on Saturday.

If you'd like this in large print, braille or audio please ask in branch or call 0345 850 1700.

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.