

keyfacts

About our mortgage services

1. Financial Services Authority (FSA)

The FSA 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 mortgages do we offer?

We offer mortgages from the whole market.

We only offer mortgages from a limited number of lenders.
Ask us for a list of the lenders we offer mortgages from.

√ Manchester Building Society only offers its own mortgages.

3. Which service will we provide you with?

We will advise and make recommendations 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 this service?

√ No Fee.

A fee

You will receive a **Key Facts Illustration**, which will tell you about any fees relating to a particular mortgage.

5. Who regulates us?

The Manchester Building Society, 125 Portland Street, Manchester, M1 4QD is authorised and regulated by The Financial Services Authority. Our FSA Register number is 206048.

Our permitted business is arranging mortgages.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

6. What to do if you have a complaint

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

... in writing Write to Manchester Building Society, Complaints Department,
125 Portland Street, Manchester, M1 4QD

... by phone Telephone 0161 923 8000.

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.

Mortgage advising and arranging is covered for 100% of the first £50,000.

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