

Your guide to Our Mortgage Services



Who regulates us?

The Mansfield Building Society of Regent House, Regent Street, Mansfield, Nottinghamshire, NG18 1SS is authorised by the Prudential Regulation Authority and regulated by both the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 206049.

Our permitted business includes advising on, arranging, entering into and administering regulated mortgage contracts.

You can check our details on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by calling the FCA on 0800 111 6768.

Whose mortgages do we offer?

We only offer first legal charge mortgages provided directly by The Mansfield Building Society.

Which service will we provide you with

Execution Only (No Advice)

You won't receive advice or a recommendation from us.

By choosing to proceed on an execution-only basis, you are confirming that you wish to select your mortgage product yourself. We are not required to assess whether the mortgage is suitable for your needs. You understand and accept that you will not benefit from the protection of the FCA's rules on advice and suitability, and you are aware of the implications of making your own product choice.

What will you have to pay us for this service?

We do not charge a fee for this service.

When you consider a specific mortgage product, you will receive an illustration (European Standardised Information Sheet) explaining any fees associated with that product.

What to do if you have a complaint.

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

- **In writing** Mansfield Building Society
Regent House, Regent Street, Mansfield, Nottinghamshire NG18 1SS
- **By phone** 01623 676345
- **By email** producttransfers@mansfieldbs.co.uk

If you're unable to resolve your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service:

- **In writing** Financial Ombudsman Service
Exchange Tower, London E14 9SR
- **By phone** 0300 123 9 123 or 0800 023 4 567
- **By email** Complaint.info@financial-ombudsman.org.uk

Financial Services Compensation Scheme (FSCS)

The Mansfield Building Society is covered by the Financial Services Compensation Scheme (FSCS).

You may be entitled to compensation if we're unable to meet our obligations. The level of compensation will depend on the type of claim.

Mortgage advising and arranging is covered up to £85,000.

Further information about the FSCS is available directly from the scheme.