

As Scotland's only independent building society, it is our aim to provide our members with the highest levels of customer service.

We pride ourselves on our mutual status. As an owner of the business, you can be confident that the Society is run in your best interests. That's why we are committed to providing you with a level of service that is professional, respectful and always straightforward.

With this in mind, we've put together this leaflet covering our customer service standards. We hope you find it useful.

## Handling Complaints

We hope that you never need to make a complaint. However, if you ever feel that our service doesn't meet your expectations, we follow a strict internal procedure for dealing with your complaint. We'll do our very best to address the matter quickly and fairly.

In the first instance, you should contact the Manager at your nearest Branch or Agency Office, either verbally or in writing. Alternatively, you can write directly to Head Office at:

SBS House  
193 Dalry Road  
Edinburgh  
EH11 2EF

If we cannot resolve your complaint immediately, we will send you an acknowledgement within five working days. We will confirm at the same time that you will hear further from us within four weeks. We aim to resolve complaints regarding electronic payments within 15 days.

If you are not satisfied with our response, or in the unlikely event we do not resolve your complaint within eight weeks, or 15 days in the case of an electronic payment, you may then take the matter further by contacting:

### The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0800 023 4 567 or 0300 123 9 123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Financial Services Compensation Scheme

For details of coverage please refer to the separate Information Sheet, available from your local Branch or online at [www.scottishbs.co.uk](http://www.scottishbs.co.uk)

## Privacy Policy

Our Customer Privacy Notice describes the way in which we process your personal information and your rights under the General Data Protection Regulation.

Copies of the Customer Privacy Notice can be obtained from any Branch and are also available online at [www.scottishbs.co.uk](http://www.scottishbs.co.uk)

## Interest Rates

### Savings Accounts

When interest rates are changed, this will be publicised by notices in Branches and Agency Offices. Current rates are also available online at [www.scottishbs.co.uk](http://www.scottishbs.co.uk)

### Mortgage Accounts

Interest is normally charged from the date of drawdown of the mortgage funds until the end of that month, and then monthly thereafter on the amount owed.

Please note the Society does have a small number of historic accounts where interest is charged on an annual basis. If you have a mortgage with us we recommend you refer to your original mortgage conditions, or alternatively contact us to confirm the details of your mortgage.

An adjustment to the interest charged is made immediately for individual capital repayments made to the account.

When redeeming your mortgage, interest will be calculated to the date of redemption.

We will write to you if we make any changes to mortgage interest rates.

## Rules of the Society

All accounts are issued and operated subject to the Society's Rules. If you would like a copy of the Rules, free of charge, please give us a call. Alternatively, you can download a copy at [www.scottishbs.co.uk](http://www.scottishbs.co.uk)

## Charges

Details of charges which may be applied for specific services are listed below. These are also available online at [www.scottishbs.co.uk](http://www.scottishbs.co.uk). Charges for services not listed are subject to negotiation and will be confirmed in writing before they are applied.

### Savings Accounts

Charge	How much is the charge?
Next day bank transfer	No charge
Same day bank transfer fee	£10
CHAPS funds transfer fee	£25
Duplicate statement fee	£25
Special clearance of a cheque	£15
Providing a copy of a paid cheque	£10
Holding a passbook at a branch (for 12 months)	£10
Stopping a cheque	£15
Providing a replacement passbook	£10

Continued over

## Charges (continued)

### Mortgages

When will you pay this charge	Name of charge	What this charge is for	How much is the charge?
<b>Before your first monthly payment.</b> These are the fees and charges you may have to pay before we transfer your mortgage funds.	Re-inspection fee	If your mortgage is released in stages and you're using it to renovate (or build) your home, this covers the new valuation we need to do after the work is carried out. Fees may vary on occasion depending on the location of the property.	£50
	Product fee	This is charged on some mortgages as part of the deal. It can be paid up-front or added to the total mortgage amount. If you add it to your mortgage, you'll pay interest on it at the same rate as the rest of your borrowing. It might be a flat fee, or a percentage of the loan amount.	Variable
	Legal fees	You will normally instruct a solicitor to act on your behalf in connection with your home purchase transaction. You may be required to pay their legal fees and costs as part of their work on your behalf. These fees/costs are charged by the solicitor, directly to you, unless we tell you that we will contribute to the legal costs as part of your product deal.	Charged by the solicitor, directly to you.
	Valuation fee	The lender's valuation report, which is used to calculate how much we will lend you. This is separate from any valuation or survey of the property you might want to commission. There are other homebuyers or structural survey options available at a cost. Some mortgages offer free valuations – the product details for your mortgage will tell you if this is the case.	Variable
<b>If you ask us for extra documentation and/services beyond the standard management of your account</b>	Registration and acknowledgement of second charge	Charged if you take out another loan secured on your property.	£35
	Duplicate / Interim statement fee	Requesting a copy of a previous mortgage statement or an interim statement of your account as it stands. It might be paid by you or another lender.	£25
<b>If you change your mortgage</b>	Changes to repayment method fee	Transferring all or part of your mortgage from a repayment to an interest-only basis.	£75
	Change of term fee	Extending or reducing the remaining term of your mortgage.	£25
	Early repayment charge	You may have to pay this if you overpay more than your mortgage terms and conditions allow, or you change your mortgage product or lender during a special rate period.	Please see your European Standard Information Sheet
	Consent to let fee	If you want to let your property but don't have a buy to let mortgage, you'll pay this for each consent to let agreement, where we agree to you letting out your property for a set period within your existing owner-occupier mortgage.	£75
	Partial release of property fee	Payable if you want to remove part of a property or land from the mortgage. It covers administration costs, including sealing the relevant legal deed and issuing letters of consent.	£70

## Charges (continued)

### Mortgages

When will you pay this charge	Name of charge	What this charge is for	How much is the charge?
<b>If you change your mortgage (continued)</b>	Giving you a reference	Charged if another lender asks us for a mortgage reference, such as how you have managed your mortgage account with us. We will only supply this if you give us permission.	£50
	Revaluation fee	A valuation fee may be payable as a result of your asking for further funds.	£75
	Change of parties administration fee	Our administrative costs of adding or removing someone ('a party') to or from the mortgage.	£100
<b>Ending your mortgage term</b>	Early repayment charge	You may be charged this if you repay your mortgage in full before the mortgage terms ends.	Please see your European Standard Information Sheet
	Redemption statement fee	Two redemption statements will be provided free of charge. A charge will be made for additional statement requests.	£25
	Mortgage exit fees	You may have to pay these fees if: - Your mortgage comes to an end - You transfer the loan to another lender; or - Transfer borrowing from one property to another  These fees are payable at the end of the mortgage term, or before the end of your mortgage term if you transfer the loan to another property or another lender (known as 'redemption').  You may be charged a separate fee by your solicitor or licenced or qualified conveyancer for their work relating to redemption of the mortgage and discharge of the security.	Redemption administration fee £50  Deeds sealing fee £50
<b>If you are unable to pay your mortgage</b>	Arrears fees	You will be charged an initial arrears fee when a payment shortfall arises equivalent to two monthly payments. A further quarterly charge of £25 will be applied while this situation prevails. These charges will not apply when an agreed arrangement to clear a payment shortfall is entered into and maintained.	£25

To find out more, please call us  
on **0333 207 4007** or  
visit **scottishbs.co.uk**

**YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT  
KEEP UP REPAYMENTS ON YOUR MORTGAGE.**

CSCL 1020

Scottish Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Register No. 206034). Member of the Building Societies Association and UK Finance.

# Customer Service and details of charges