

Customer Service and details of charges

Complaints

At Scottish Building Society, we're committed to providing excellent service to all our members. We pride ourselves on our mutual status. We're owned by and run for the benefit of our members, so you can be confident that we have your best interests at heart.

We understand, though, that sometimes things don't go as expected. If you ever feel that our service doesn't meet your expectations, we'll do our very best to look into and resolve your complaint quickly and fairly.

How to make a complaint

There are several ways you can raise a complaint with us. You can do so:

- In person, by visiting one of our Relationship Centres and speaking to a member of staff. You can find our locations and opening hours here www.scottishbs.co.uk/our-locations
- Over the phone, by calling us on **0333 207 4007**. Our lines are open 9am-5pm Monday to Friday (10am-5pm Wednesday).
- By writing to us at:
Scottish Building Society
SBS House
193 Dalry Road
Edinburgh EH11 2EF
- By emailing us at mail@scotbs.co.uk

If you write to us or email us please include your name, address, account details, a contact number if you're happy for us to call you, and details of what happened and when it happened.

How we'll handle your complaint

When we receive your complaint, we'll make every effort to investigate it and resolve it for you as quickly and fairly as possible.

If we can't resolve it within three working days, we'll send you a letter acknowledging that we've received your complaint and that we're investigating it for you.

We'll keep you updated on the progress of your complaint throughout the investigation, and we'll write to you no later than 8 weeks after first receiving your complaint with either our final response or an explanation of why we haven't yet been able to resolve it along with an estimated time for when you can expect a resolution.

Resolution of your complaint

In our final response letter, we'll outline the details of our investigation, our decision, the steps we'll take to put it right if applicable, and information about the Financial Ombudsman Service.

If you're not satisfied with our response, or in the unlikely event your complaint isn't resolved within 8 weeks (or within 15 days for a complaint relating to an electronic payment), you can take the matter further by contacting:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Tel: **0800 023 4567** or **0300 123 9123**

Email: complaint.info@financial-ombudsman.org.uk

Website:

www.financial-ombudsman.org.uk

Financial Services Compensation Scheme

The deposits in your savings accounts are protected by the Financial Services Compensation Scheme (FSCS), the UK's deposit guarantee scheme.

If we were to fail and can't pay back your money, the FSCS can compensate you for the money you held with us, up to £120,000 per eligible person.

Find out more by visiting www.fscs.org.uk

Privacy Policy

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

You can pick up a copy of our Customer Privacy Notice from any Relationship Centre or by visiting www.scottishbs.co.uk

Interest Rates

Savings Accounts

If we increase the interest rate on your account we'll let you know either by:

- advertising the increase on our website; or
- publishing a notice in our Relationship Centres.

If we reduce the interest rate on your savings account, we'll let you know in writing at least 14 days before the rate change.

Current rates are available online at 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'll 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. You can download a copy of our Rules at www.scottishbs.co.uk

Charges

Details of charges which may be applied for specific services are listed opposite. These are also available online at www.scottishbs.co.uk. Charges for services not listed are subject to negotiation and will be confirmed in writing before they are applied.

Savings Charges

Name of charge	Cost
Next day bank transfer	No charge
Same day bank transfer fee	No charge
CHAPS funds transfer fee	No charge
Duplicate statement fee	No charge
Providing a copy of a paid cheque	No charge
Stopping a cheque	No charge
Providing a replacement passbook	No charge

Mortgage Charges

When you will pay this charge	Name of charge	What this charge is for	Cost
Before your first monthly payment. 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.	Up to £1m = £180 Over £1m = £240 (including VAT)
	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. Please see your European Standard Information Sheet for details.
	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.

Mortgage Charges continued

When you will pay this charge	Name of charge	What this charge is for	Cost
Before your first monthly payment. These are the fees and charges you may have to pay before we transfer your mortgage funds.	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
If you ask us for extra documentation and/or services beyond the standard management of your account	Completion of second charge questionnaire	Charged if you take out another loan secured on your property.	£50
	Registration and acknowledgement of second charge		£25
If you change your mortgage	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.	£50
	Revaluation fee	A valuation fee may be payable as a result of your asking for further funds.	Up to £1m = £300 Over £1m = £360 (including VAT)
	Change of parties administration fee	Our administrative costs of adding or removing someone ('a party') to or from the mortgage.	£100
Ending your mortgage term	Early repayment charge	You may be charged this if you repay your mortgage in full before the mortgage term ends, for example, if redeemed during a special rate period.	Please see your European Standard Information Sheet.

Mortgage Charges continued

When you will pay this charge	Name of charge	What this charge is for	Cost
Ending your mortgage term	Mortgage exit fees	<p>You may have to pay these fees if:</p> <ul style="list-style-type: none"> - Your mortgage comes to an end; - You transfer the loan to another lender; or - You transfer borrowing from one property to another. <p>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').</p> <p>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.</p>	<p>Redemption administration fee £50</p> <p>Deeds sealing fee £50</p>
If you are unable to pay your mortgage	Arrears	<p>If you think you might have problems paying your mortgage, please get in touch with us as soon as possible. We won't charge any fees if you're late with your mortgage payments.</p> <p>Whether you can't pay anything, can't pay all of your monthly payment, or can't pay it on time, we'll work with you to find mutually acceptable solutions based on your individual circumstances.</p> <p>We also encourage you to speak to a free debt help agency – you can find more details at www.bsa.org.uk/information/consumer-factsheets/mortgages</p> <p>You can contact us about your mortgage payments by emailing homortgages@scotbs.co.uk or calling us on 0333 207 4007. Our lines are open 9am–5pm Mon to Fri (10am–5pm Wed). Calls may be recorded and/or monitored.</p>	No charge



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

Head Office: SBS House, 193 Dalry Road, Edinburgh, EH11 2EF Tel: 0333 207 4007 Website: www.scottishbs.co.uk

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.

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