

A summary of our mortgage services

1. Whose Mortgages do we offer?

We only offer our own mortgages on a first legal charge basis that are for non-business purposes.

2. Which service will we provide you with?

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.

3. What will you have to pay us for this service?

You will receive a mortgage illustration when considering a particular mortgage, and Section 3 within this will tell you about any fees relating to it.

4. Who regulates us?

Ecology Building Society, Ellis House, 7 Belton Road, Silsden, Keighley, West Yorkshire BD20 0EE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 162090.

Our permitted business is advising on and arranging mortgages and entering and administering regulated mortgage contracts.

You can check this on the FCA's Register by visiting the FCA's website fca.org.uk/register or by contacting the FCA on 0800 111 6768 (freephone) or 0300 500 8082.

5. What to do if you have a complaint

If you wish to raise a complaint, please contact us in one of the following ways:

- In writing: Ecology Building Society, Ellis House, 7 Belton Road, Silsden, Keighley, West Yorkshire BD20 0EE
- By phone: 01535 650 770
- By email: complaints@ecology.co.uk

If we are unable to resolve your complaint, you may be able to refer it to the Financial Ombudsman Service. Further information is available on the Financial Ombudsman Service's website financial-ombudsman.org.uk.

6. 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 up to a maximum of £85,000 per person per authorised firm.

Further information about compensation scheme arrangements is available from the FSCS (fscs.org.uk or telephone 020 7741 4100 or 0800 678 1100).



Website: ecology.co.uk

Tel: 01535 650 770

Email: mortgageservices@ecology.co.uk

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