

# About our life insurance services

Use this information to decide if our services are right for you.  
In this document 'we/us/our' refers to Nationwide Building Society.

## **We offer products from one insurance company**

We only offer protection products from L&G.

## **We don't offer advice**

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.

## **You don't pay any fees - we receive commission**

We do not charge you a fee for our services. If you take out a product through us, we do receive commission from L&G. Meaning a percentage of the premium you pay is given to us.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

## **How we are regulated**

Nationwide Building Society, Nationwide House, Pipers Way, Swindon, Wiltshire, SN38 1NW 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 106078.

As an insurance intermediary we act for and on behalf of L&G for protection products. Our permitted business is advising on, and arranging retail packaged products. You can check this on the Financial Services Register by visiting the FCA's website [\*\*fca.org.uk/register\*\*](https://www.fca.org.uk/register)

## **If you need to make a complaint**

We hope we don't disappoint you, but we know sometimes things go wrong. If you think we've made a mistake or haven't met your expectations, please tell us.

Write to us at Nationwide Building Society, Member Services Department, Kings Park, Moulton Park, Northampton, NN3 6NW

Call us on **0800 30 20 15**

If you're unhappy with our response you can ask the Financial Ombudsman Service to look at your complaint.

## **Covered under 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.

Protection insurance advising and arranging is covered for 100% of the claim without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.