

Terms of business for our Compare & Buy Service

This is our standard terms of business setting out how we will do business with you and on which we intend to rely. For your own benefit and protection you should read these terms carefully and if you don't understand any point please ask us for further information.

This document should be read in conjunction with the 'Our Compare & Buy Service' document.

Throughout this terms of business the expressions 'we', 'us' and 'our' should be taken to mean National Friendly Financial Solutions. The expressions 'you' and 'your' should be taken to mean you, our client.

Client classification

Unless we notify you in writing to the contrary, we will treat you as a 'retail client'. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Our service

- You will be assigned your own dedicated Sales Executive.
- We will provide you with comparison services in accordance with your requirements and instructions and will arrange for the product(s) you select to be put in place with the provider(s). We will not provide you with any advice.
- We can provide you with comparisons on life insurance, lifetime annuities, critical illness cover, long term income replacement, funeral plans, regular friendly society savings plans and mortgage products.
- We source all of our products from the whole of the market which means from the whole of the range available through intermediary firms. We will not include any products which are only offered direct to the public.
- Full details of any products found by your Sales Executive will be set out in the information you receive from us before conclusion of the contract. This will include the terms and conditions and personalised quotations. We will only provide you with information which we believe to be accurate, however some information and prices may change daily, so the documents will tell you if the information is subject to change or if it is valid for a specified period of time.
- All mortgages or policies will be registered in the name(s) shown on the application(s). If applicable, we will forward you documents showing ownership of your mortgages or policies, once we have received them.
- Any products that we arrange for you will be based on your stated requirements and take into account any restrictions that you wish to place on the type of products you would be willing to consider.
- We will keep in touch to remind you of the importance of reviewing the products you have in place.

Payment for services

Our Compare & Buy service is provided with no up-front cost to you. Instead we are paid a commission by the product provider out of the premiums paid for the product, which we will disclose to you in your illustration.

Client money

We are not permitted to handle client money intended to be paid to a third party provider and cannot accept a cheque made out to us or handle cash unless it is in respect of an item for which we have sent you an invoice.

Financial crime

We are under a legal obligation to verify both the source of funds and the identity of the beneficial owners and controllers for the prevention of fraud and money laundering. We may carry out checks with an identity verification agency which uses publicly available information about you. The agency may leave an electronic 'footprint' of the search on your record. This is not a credit check. In addition we may ask you to supply original documents evidencing your identity and the source of funds.

Data protection

We are committed to protecting your privacy and as such National Friendly Financial Solutions will only obtain, hold, and use your personal information where permitted by and in accordance with the Data Protection Act 2018. For further details on how we obtain, hold, and use your personal data, please see our Privacy Notice at www.nffs.co.uk/financial-solutions-policies/privacy-policy which sets out the types of information we collect about you, how we collect and use the information, who we might share the information with and where such information may be transferred, how long we will hold the information for, the steps we will take to make sure it stays private and secure, and your rights in respect of your information.

Means of communication

Our business with you will normally be carried out by way of distance marketing, meaning that we do not physically meet with you before concluding any contract. Communications will usually be by telephone, email, letter or fax. We would like to keep you informed of other products and services that might be of interest. You can let us know at any time if you do not wish to receive this information and we will update our records accordingly.

Loans and ownership

Our parent company National Friendly provides financial support to National Friendly Financial Solutions such that it is able to maintain a sufficient level of capital to administer its operation.

Conflict of interest policy

Your best interests are of the utmost importance in the non-advisory service we give you.

We always endeavour to act in the best interests of you, our client, and we take appropriate steps to protect your interests. Despite this, it's possible that circumstances may arise where we can't completely prevent a risk of damage to your interests. We call this a conflict of interest. For example, we or one of our other customers may have some form of interest in business being transacted for you.

If we're not confident we've prevented a conflict of interest, we will tell you what the conflict is (or was), and what steps we've taken. We'll do this in writing, telling you all that you need to know to help you make an informed choice about whether or not to proceed, and on what basis, before we carry out any further instructions from you.

We also think it's important that you're aware our company National Friendly Financial Solutions is wholly owned by a friendly society, National Friendly (a trading name of National Friendly Deposit Society), which offers a range of life insurance products. Our non-advisory market research process sources available products from the whole of the market, excluding any which do not meet our criteria for that panel of products. Should we source a product provided by National Friendly for one of our panels, this will be only after we have asked you questions about your demands and needs, and used this to filter the range of products for you to choose from. We will tell you all you need to know about any such conflict of interest in writing, so that you can make an informed choice whether or not to proceed. As part of this process we will also tell you about any other products that match your demands and needs.

If you have a complaint

We always aim to provide the highest standards of service. If you do wish to register a complaint please call us on 0333 014 6267. Calls from UK landlines and mobiles cost no more than a call to an 01 or 02 number and will count towards any inclusive minutes. Lines are open 9am - 5.30pm Monday to Friday excluding bank holidays. You can also email us at compliance@nationalfriendly.co.uk or write to our Compliance department at National Friendly Financial Solutions, 11-12 Queen Square, Bristol BS1 4NT.

If you cannot settle your complaint with us you may be entitled to refer it to the Financial Ombudsman Service. A copy of our complaints procedure is available on our website www.nffs.co.uk or on request.

Compensation arrangements

We are covered by the Financial Services Compensation Scheme (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.

Investments: 100% of the first £50,000 for most types of investment business

Insurance: 90% of the claim with no upper limit

National Friendly Financial Solutions, 11-12 Queen Square, Bristol BS1 4NT

info@nffs.co.uk

0333 014 6267 9am-5.30pm Monday to Friday, excluding bank holidays.

National Friendly Financial Solutions is authorised and regulated by the Financial Conduct Authority (FCA) and is a member of the Financial Services Compensation Scheme. Our Financial Services Register no. is 452784 and we are permitted to advise on and arrange investments, pensions, life and insurance products and mortgages. The FCA does not regulate will-writing. National Friendly Financial Solutions is registered in England and Wales no. 05603624. Registered office: 11-12 Queen Square, Bristol BS1 4NT.

www.nffs.co.uk

