



Financial Services Compensation Scheme Information Sheet

Protected

Basic information about the protection of your eligible deposits.	
Eligible deposits in Market Harborough Building Society are protected by:	The Financial Services Compensation Scheme ("FSCS"). ¹
Limit of protection:	£120 000 per depositor per building society. ²
If you have more eligible deposits at the same building society:	All your eligible deposits at the same building society are "aggregated" and the total is subject to the limit of £120,000. ²
If you have a joint account with other person(s):	The limit of £120,000 applies to each depositor separately. ³
Reimbursement period in case of building society failure:	20 working days. ⁴
Currency of reimbursement:	Pound sterling (GBP, £).
To contact Market Harborough Building Society for enquiries relating to your account:	Market Harborough Building Society Customer Support Team Welland House The Square Market Harborough LE16 7PD Tel: 01858 412412 Email: customersfirst@mhbs.co.uk
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10 th Floor Beaufort House 15 St Botolph Street London EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 Email: ICT@fscs.org.uk
More information:	http://www.fscs.org.uk

Additional information

¹Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your building society should occur, your eligible deposit(s) would be repaid up to £120,000 by the Deposit Guarantee Scheme.

²General limit of protection

If a covered deposit is unavailable because a building society is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers a maximum of £120,000 per building society. This means that all eligible deposits at the same building society are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £100,000 and a current account with £50,000, he or she will only be repaid £120,000.

In some cases eligible deposits which are categorised as "temporary high balances" are protected above £120,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>.

³Limit of protection for joint accounts

In case of joint accounts, the limit of £120,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £120,000.

4Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £120,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or large company) within 5 working days of a request. If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>.

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your building society will also inform you of any exclusions from protection which may apply. If deposits are eligible, the building society shall also confirm this on the statement of account.

Exclusions List

A deposit is excluded from protection if:

- (1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.
- (2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- (3) It is a deposit made by a depositor which is one of the following:
 - credit institution
 - financial institution
 - investment firm
 - insurance undertaking
 - reinsurance undertaking
 - collective investment undertaking
 - pension or retirement fund¹
 - public authority, other than a small local authority.
- (4) It is a deposit of a credit union to which the credit union itself is entitled.
- (5) It is a deposit which can only be proven by a financial instrument² unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which existed in the UK, Gibraltar or a Member State of the EU on 2 July 2014).
- (6) It is a deposit of a collective investment scheme which qualifies as a small company.³
- (7) It is a deposit of an overseas financial services institution which qualifies as a small company.⁴
- (8) It is a deposit of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company⁵ refer to the FSCS for further information on this category.
- (9) It is not held by an establishment of a bank, building society or credit union in the UK or, in the case of a bank or building society incorporated in the UK, it is not held by an establishment in Gibraltar.

For further information about exclusions, refer to the FSCS website at www.fscs.org.uk

¹Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded

²As listed in Part I of Schedule 2 to the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001, read with Part 2 of that Schedule

³Under the Companies Act 1985 or Companies Act 2006

⁴See footnote 3

⁵See footnote 3

Protect Yourself from APP Scams - don't be a victim

The Society encourages all customers to add their own bank account details to their MHBS savings account as the safest way of withdrawing money from their savings account when they need to.

Whilst we believe this is the safest way, as all payments are moved to an account in your own name, we also recognise its important for you to understand the risks of fraud when moving money electronically from one account to another.

We've included details of several websites and phone numbers at the end of this information sheet that may be of help to you in understanding the risks of fraud, reporting fraud and getting help after you've been a victim of fraud.

We hope you'll never be a victim of fraud and to assist with this we include below some pointers that we hope will help you stay safe.

Confirmation of Payee

The Society subscribes to the Confirmation of Payee (CoP) scheme as a valuable way of offering customer protection when sending payments to your MHBS account.

CoP is a name checking service which helps provide assurance that electronic payments are being sent to the personal or business account you intended them to go to. It has been designed to help avoid accidental, misdirected payments being sent to the wrong account, as well as providing an additional layer of protection in the fight against fraud and scams.

CoP helps make sure you are sending money to the right account. It provides you with a check that the name on an account matches that of the intended recipient before you make the payment. That way you can have confidence that you know you're sending money to the account you intend it to go to.

When sending money to your savings account with the Society, please ensure the following details are used:

Sort code: 20-49-16

Account number: 70608386

Roll/Reference number: [Your personal 11-digit Society account number excluding spaces, dots or dashes]

Name: Your full name (including first names)

Type of account: Personal

The CoP service will instantly confirm if the name and account details match. If they don't, you'll either be advised of a close match, no match or that the system is unable to check. **If you don't get a match, we advise you not to make the payment and contact us for further guidance.**

APP (Authorised Push Payment) Scam Reimbursement Rules

As vigilant as we all may be these things do sometimes happen, if you ever send money electronically to another person or company and believe as a result you have been a victim of fraud you can report this to the financial organisation from where you sent the money.

Whilst we usually only send money to your nominated bank account MHBS subscribes to the APP Scam Reimbursement Rules and you can therefore report directly to us if you believe money you have sent from your MHBS account to an account in someone else's name was part of a fraud.

To report a transaction please call us immediately on **01858 412412**, we are open Monday to Friday 9am to 5pm (excluding bank holidays). One of our friendly experienced colleagues will be more than happy to help.

Claim criteria:

The reimbursement requirement applies to individuals, microenterprises and charities, where an APP scam payment is made using Faster Payments/CHAPS in the UK and sent to a relevant account in the UK (relevant account means an account that is provided to a customer, is held in the UK and can send or receive payments using the Faster Payments or CHAPS service) up to a maximum value of £85,000.

There are some exceptions to this which include the following:

- Payments made to an account the customer controls, or payments that are not authorised by the consumer ('unauthorised payments')
- First party fraud (fraud directly by the customer)
- Gross negligence – Customers should demonstrate they have followed the *consumer standard of caution* (see below)
- Time exclusions (e.g. claims made before 7 October 2024 and APP claims submitted more than 13 months after the final payment to the fraudster)
- Civil disputes - such as where a customer has paid a legitimate supplier for goods or services but has not received them or are defective, or the customer is dissatisfied with the supplier
- Payments between the Society's accounts are also not covered by the reimbursement rules.

(a full list can be found in the Society's terms and conditions)

01858 412412 (calls are recorded) | customersfirst@mhbs.co.uk | mhbs.co.uk

Chief Executive: Iain Kirkpatrick | Established 1870

Head Office: Newcombe House, 16 The Point, Market Harborough, LE16 7QU

Registered address: Welland House, The Square, Market Harborough, Leicestershire, LE16 7PD

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, under Register No 206041

Consumer Standard of Caution for Authorised Push Payments

This Consumer Standard of Caution outlines the actions you, as a customer, are expected to take to protect yourself from Authorised Push Payment scams, as defined by the Payment Systems Regulator (PSR).

Before Making an APP Payment:

- **Verify the recipient's details:** Double-check the name and account details of the intended recipient. Don't rely solely on information received through emails, texts, or social media messages. Contact the recipient directly through a trusted channel (e.g., phone number you know is correct) to confirm their payment details.
- **Be wary of unsolicited payment requests:** Scammers often initiate contact, urging you to make an urgent payment. Be cautious of unexpected requests, especially from unfamiliar sources.
- **Do your research:** If unsure about the legitimacy of a payment request, conduct your own research. Don't rely solely on information provided by the person requesting payment.

During the APP Payment Process:

- **Use trusted channels:** Make APP payments only through secure platforms provided by your Payment Service Provider (PSP). Avoid making payments through links or forms embedded in emails or messages.
- **Review transaction details:** Carefully review all information before confirming an APP payment. Pay close attention to the recipient's name and account details.
- **Use strong passwords and multi-factor authentication (MFA):** Enable strong passwords and MFA for your online accounts to add an extra layer of security.

After Making an APP Payment:

- **Monitor your account:** Regularly check your account activity for any unauthorized transactions. Report any suspicious activity to your PSP immediately.
- **Report suspected scams:** If you believe you've been a victim of an APP scam, report it to your PSP promptly. Delaying a report can affect your ability to recover funds.

Additional Considerations:

- **Never share personal or financial information:** Don't share your banking details, passwords, or one-time codes with anyone, including family and those claiming to be from your PSP or a legitimate organization.

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- **Be cautious of emotional manipulation:** Scammers often use urgency or pressure tactics to rush you into making a payment. Take your time and don't be afraid to say no if something feels suspicious.
- **Stay informed:** Stay updated on common APP scams and how to avoid them. You can find information from trusted sources like your PSP, the PSR, and reputable financial institutions.

To report a transaction please call us immediately on **01858 412412**. We'll ask you a series of questions to determine if the payment meets the criteria for the claim and capture your responses to ensure we have all the information, please also have your crime number to hand.

Once we have all the information needed, we will record your claim on a centralised system and share the necessary information with the financial institution that received the payment.

Charge for making a claim

You may be charged by the sending financial institution for each claim you make. The Society does not currently charge when you make a claim, although we reserve the right to do so.

Complaints

Once we have reviewed your APP Scam reimbursement claim if you are not happy with the outcome of the claim you are free to register a complaint with us. Please see our [How to complain](#) guide for full details.

Help and Support

There are some very useful websites and contact numbers when trying to prepare yourself in defence of App Scams and when seeking support if you are unfortunately the victim of a scam.

Some of the sites/numbers we recommend are listed below.

Useful information

<https://www.takefive-stopfraud.org.uk/>

<https://www.getsafeonline.org/>

<https://stopthinkfraud.campaign.gov.uk/>

<https://www.citizensadvice.org.uk/consumer/scams/> - 0808 223 1133

Reporting fraud

<https://www.actionfraud.police.uk/> - 0300 123 2040

Victim support

<https://www.victimsupport.org.uk/> - 0808 168 9111

<https://www.cifas.org.uk/>

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Dealing with your complaint



- How to complain
- Who to complain to
- How long should it take?

How to contact us if you have a complaint

You can complain in writing, by email, by telephone or in person.

If you would like to make a complaint please call 01858 412250 or email customersfirst@mhbs.co.uk

We are open 9am to 5pm Monday to Friday.

Alternatively, you can write to:

Market Harbourough Building Society
Welland House
The Square
Market Harbourough
LE16 7PD

How we deal with your complaint

We will make every effort to resolve your complaint when you first contact us and aim to have it resolved in three working days.

This may not always be possible for a number of reasons. For example, where the complaint concerns a policy or procedure over which the manager has no control, or where you are not satisfied with the manager's explanation, apology or offer of redress. In such circumstances, the manager will forward details of your concerns to the Chief Executive at the Society's Head Office, who will investigate and respond to you within eight weeks from the date the original complaint was received.

Where your complaint relates to an electronic payment, we will aim to provide you with our final response within 15 working days.

Taking further action

If you are still not satisfied with the Society's final response you may take your complaint to the Financial Ombudsman Service (FOS), unless it relates to a matter outside of their jurisdiction. You must do this within six months of receiving the final response from the Society.

If a final response is not issued to you within eight weeks, you will normally have the right to refer the matter to the Ombudsman without further delay. However, if you take more than a week to respond to correspondence during the course of the complaints procedure, the additional time in excess of one week may be excluded when calculating the eight week final response deadline.

You can contact the Financial Ombudsman Service at:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Phone: 0300 123 9 123

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

Website: <https://www.financial-ombudsman.org.uk>

This information can be made available in braille, large print and audio format.

mhbs.co.uk

01858 412412

customersfirst@mhbs.co.uk

Market Harborough Building Society, The Square, Market Harborough, LE16 7PD.
Established 1870, Member of the Building Societies Association.