

M&S LIFE INSURANCE

About our insurance services

This document provides an overview of our Life Insurance services. Use this information to decide if our services are right for you.

Who are we?

In this document, “we”, “us” and “our” refers to M&S Bank, a trading name of Marks & Spencer Financial Services plc. Registered in England No. 1772585. Registered office: Kings Meadow, Chester, CH99 9FB. Marks & Spencer Financial Services plc is part of the HSBC Group.

Whose products do we promote?

We only promote life insurance exclusively from HSBC Life (UK) Limited (“HSBC Life”). We are permitted by HSBC Life to promote M&S Life Insurance.

Which service will we provide you with?

We will promote the policy and introduce you to HSBC Life. As you will not be able to purchase the policy directly from M&S Bank, you will not receive advice or a personal recommendation from us. You will be able to purchase your policy from HSBC Life who will arrange, administer and provide your policy.

What will you have to pay us for our services?

We will not charge you a fee for promoting this product and introducing you to HSBC Life.

What remuneration will we receive for our services?

We'll receive commission from HSBC Life in relation to any policy we promote and which results in HSBC Life arranging, administering and providing a policy for you, which means that a percentage of the premium you pay is given to us. The quotation you will receive from HSBC Life will include the amount of commission being paid to us.

Who regulates us?

The Financial Conduct Authority is the independent watchdog that regulates financial services, including insurance. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority as an insurance intermediary.

Our Financial Services Register number is 151427. You can check this on the Financial Services Register by visiting the Financial Conduct Authority website www.fca.org.uk/register or by contacting the Financial Conduct Authority on **0800 111 6768**.

Ownership

M&S Bank is a trading name of Marks & Spencer Financial Services Plc, a wholly owned subsidiary of HSBC UK Bank plc and member of the HSBC Group, the ultimate parent company of which is HSBC Holdings plc. HSBC Holdings plc beneficially holds 100% of both the shares and voting power of HSBC Bank plc and HSBC UK Bank plc.

What to do if you have a complaint

Every effort is made to ensure high standards of service are maintained. However, if you need to bring any matter about the service that we have provided to our attention or wish to register a complaint about M&S Bank, please contact us:

- in writing to M&S Bank, PO Box 10565, 51 Saffron Road, Wigston, LE18 9FT
- by telephone on **0345 900 0900**.

Lines are open 24 hours a day, 7 days a week.

To help us continually improve our service, and in the interests of security, your communications with us may be monitored and/or recorded.

Following the complaints procedure does not affect your right to pursue legal action.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

The Financial Ombudsman can be contacted by calling **0800 023 4567**, by writing to The Financial Ombudsman Service, Exchange Tower, London E14 9SR or by visiting their website on www.financial-ombudsman.org.uk.

Are we covered by the Financial Services Compensation Scheme (FSCS)?

Our obligations are covered by the Financial Services Compensation Scheme ("FSCS"). If we were unable to meet our obligations, you could be entitled to compensation from this scheme, depending on the type of insurance and the circumstances at the time. We are protected by the FSCS.

You may be entitled to compensation from the scheme if it cannot meet its obligations. Further information about compensation scheme arrangements is available on the FSCS website: www.fscs.org.uk or telephone **0800 678 1100**.

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