



About our services and costs

Slater House
Oakfield Road
Cheadle Royal Business Park
Cheadle
Stockport
Cheshire
SK8 3GX

Tel: 0161 741 3160

Fax: 0845 130 2518

E-mail: info@no1copperpot.com

Website: www.no1copperpot.com

1. The Financial Conduct Authority (FCA)

The Financial Conduct Authority is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products.

You need to read this document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

We only offer our own mortgages.

3. Which service will we provide you with?

Mortgages: -

We will advise and make a recommendation for you after we have assessed your needs.

4. What will you have to pay us for our service?

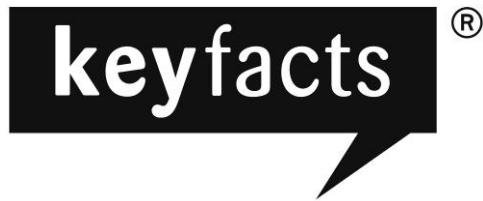
Mortgages: -

No fee.

5. Who regulates us?

No1 CopperPot Credit Union is the trading name of Number One Police Credit Union Ltd of Slater House, Oakfield Road, Cheadle Royal Business Park, Cheadle, Stockport, Cheshire, SK8 3GX.

We are authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration Number 213301.



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Our permitted business is mortgage advising, arranging, lending and administering of mortgage contracts. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register, or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us: -

Write to: The Chief Executive Officer
 No1 CopperPot Credit Union
 Slater House
 Oakfield Road
 Cheadle Royal Business Park
 Stockport
 Cheadle
 SK8 3GX

Email: info@no1copperpot.com

Telephone: 0161 741 3160

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

7. 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 for up to a maximum of £50,000.

Further information about the compensation scheme arrangements is available on the FSCS's website www.fscs.org.uk, or by contacting the FSCS on 0800 678 1100 or 0207 741 4100.