

Terms of Business for Intermediaries

Effective from May 2023

Loughborough Building Society Terms of Business for Intermediaries

The following are the Terms of Business for Intermediaries upon which the Loughborough Building Society intend to rely. They also set out the way We will work with You and represent the terms under which We will accept Applications from You.

When You submit an application You will be deemed to have complied with them. Should You fail to comply, Loughborough Building Society reserves the right to remove You from its intermediary panel, irrespective of any other action taken.

1. Definitions

In these Terms, the words 'We', 'Us' and 'Our' refer to Loughborough Building Society in relation to applications for our mortgage products (as applicable). The following definitions shall apply

'Applicable Regulations' means all laws, Regulations, Orders, directions from Regulators, including but not limited to, FSMA, the FCA Handbook, the CCA (to the extent applicable), the DPA, the Money Laundering Regulations 2007, the Terrorism Act 2000, the Proceeds of Crime Act 2002, the Bribery Act 2010 and the Mortgage Credit Directive Order 2015 and Criminal Finances Act 2017.

'Applicant' means a person or persons applying for any mortgage product or mortgage related service offered by Us.

'Application' means an application for a mortgage product or mortgage related service which has been completed by the Applicant and sent to Us, either by You or otherwise, for assessing and processing in accordance with these Terms of Business.

'Appointed Representative' means a person who has a contract with an FCA or a PRA authorised person (the

'Principal') which permits the Appointed Representative to carry on Regulated Activities for which the Principal has accepted responsibility.

'Business Day' means a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

'BTL Statement of Practice' means the CML's Buy to Let Statement of Practice (as amended from time to time), a copy of which is available at www.cml.org.uk/policy/guidance

'CCA' means the Consumer Credit Act 1974.

'CML' means the Council of Mortgage Lenders and its successor organisations.

'Complaint' has the same meaning given to it within the FCA Handbook.

'Complaints Procedure' means each party's complaints processes and procedures for dealing with Complaints in compliance with DISP.

'DISP' means the dispute resolution: complaints sourcebook contained within the FCA Handbook.

'Data Protection Laws' means all applicable data protection and privacy legislation in force from time to time in the UK including without limitation the UK GDPR; the Data Protection Act 2018 (and regulations made thereunder) (DPA 2018); the Privacy and Electronic Communications Regulation 2003 (SI 2003/2426) as amended: all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic communications); the guidance and codes of practice issued by the commissioner or other relevant regulatory authority and which are applicable to a party; and, to the extent that the EU GDPR applies, the law of the European Union or any member state of the European Union to which the party is subject, which relates to the protection of

personal data. And, references to “Data Controller”, “Data Subject”, “Personal Data”, “Process”, “Processed”, “Processing”, and “Data Processor” have the meanings given to them in the Data Protection Laws.

‘Data Security Incident’ means a breach of security leading to the accidental or unlawful destruction, loss, temporary or permanent loss of availability, alteration, unauthorised disclosure of, or access to Agreement Personal Data transmitted, stored or otherwise Processed.

‘EU GDPR’ means the General Data Protection Regulation ((EU) 2016/679).

‘FCA’ means the Financial Conduct Authority and any successor thereto.

‘FCA Handbook’ means the FCA’s handbook of rules and guidance made pursuant to FSMA.

‘FSMA’ means the Financial Services and Markets Act 2000.

‘Illustration’ has the same meaning given to it within the FCA Handbook or if applicable, has the meaning given to ‘Lending Illustration’ within the Mortgage Credit Directive Order 2015.

‘MCOB’ means the Mortgages and Homes Finance: Conduct of Business sourcebook contained within the FCA Handbook.

‘Online Intermediary Registration’ means the online registration process or use of the online services or the ongoing use of these services including agreeing to the Terms of Use and Intermediary Declaration.

‘Panel’ means persons, whether they be acting as introducers, intermediaries, Appointed Representatives or otherwise, who are registered on Our panel for the purposes of submitting Applications on behalf of Applicants.

‘Permissions’ means authorisations, permissions, licences or consents required by Applicable Regulations, including, but not limited to, permission to carry on Regulated Activities under FSMA.

‘PRA’ means the Prudential Regulation Authority and any successor thereto.

‘Regulated Activities’ has the same meaning given to it within the FCA Handbook.

‘Regulated Mortgage Contract’ has the same meaning given to it within the FCA Handbook.

‘Regulator’ means the FCA or the PRA or the Information Commissioner’s Office or any other authority or regulator of activities carried on by You or Us.

‘Us’ or ‘Our’ or ‘We’ means Loughborough Building Society.

‘You’ or ‘Your’ means you, whether you are acting as Introducer, Intermediary, Appointed Representative or otherwise and whether you are acting as principal or as agent (whether on behalf of an Applicant or otherwise) in accordance with these Terms of Business.

1.1 A ‘person’ includes a natural person, corporate or unincorporated body (whether or not having separate legal personality) and that person’s personal representatives, successors and permitted assigns.

1.2 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.

1.3 A reference to a statute or statutory provision shall include all subordinate legislation made from time to time under that statute or statutory provision.

1.4 A reference to **‘writing’** or **‘written’** includes fax and e-mail. Such written notices are deemed to have been received by 09:30 on the next Business day if by email or fax or the second Business day if by post. This is

unless the nature of the delivery chosen means such notices would, or are organised to, take longer. When it will be the signed for date or 5th Business day.

1.5 Any words following the terms '**including**', '**include**', '**in particular**', '**for example**' or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

2. Introductions

2.1 The Intermediary will not act as our agent when promoting our mortgage products or when introducing mortgage applicants to us and the Intermediary acknowledges and accepts that it does not have the authority to act on our behalf or to bind us in any way. The Intermediary will ensure that it informs any applicant for our mortgage products of this fact as soon as the Society is mentioned in discussion.

2.2 Nothing in the Terms is intended to, or shall be deemed to, establish any partnership or joint venture (exclusive or otherwise) between the parties, constitute either party the agent of the other party, nor authorise either party to make or enter into any Commitments for or on behalf of the other party.

2.3 You may (but are not under any obligation to) introduce Applicants and when you do you agree to do so:

(i) in accordance with all Applicable Regulations and recommendations of relevant Regulators, professional bodies or trade associations including the BTL Statement of Practice and carry out your activities consistent to good industry practice and not to prejudice the Society's reputation or cause the Society to breach any Applicable Regulations;

(ii) using reasonable skill, care and diligence of a provider of similar services;

(iii) obtaining any and all consents required from the Applicant in order for you to and us to perform our mutual obligations in accordance with these Terms of Business, and;

(iv) using appropriately skilled competent experienced personnel in sufficient numbers (whether employees or contractors under your supervision) and that such persons act in accordance with all Applicable Regulations.

3. Applications

3.1 Before submitting any Application to Us you will:

(a) verify the Applicant's identity in accordance with all Applicable Regulations and ensure that the Application has been fully and properly completed;

(b) provide the Applicant with a copy of Your and Our current Privacy Notices;

(c) take all reasonable steps to ensure that the information the Application contains is in every material respect accurate, correct and not misleading and forward to Us any relevant documentation We require, as notified to You, from time to time;

(d) warrant that all documentation, information and other evidence submitted in support of an Application is accurate and complete and a true likeness of the original. Without prejudice to the audit clause We may request and You are to provide, access to documents, notes or other evidence for the purpose of satisfying this clause; and

(e) ensure that all information, whether provided to the Applicant orally or in writing, including, but not limited to, any marketing literature, product and / or service information, whether such literature or information is provided by Us or otherwise must not be changed or amended in any way. .

3.2 In relation to each Application, You shall:

(a) where an Application relates to a Regulated Mortgage Contract, provide the Applicant with all documentation required by, and in accordance with, MCOB, in relation to Regulated Mortgage Contracts. We will only accept Applications when You are providing Applicants with an advised sales service and providing adequate explanations to the Applicant in accordance with MCOB, It is Your responsibility in this regard to ensure that all FCA rules on advised sales are complied with;

(b) where an Application relates to any other product and / or service, provide the Applicant with all documentation required by, and in accordance with, all Applicable Regulations including, without limitation, adequate explanations in accordance with the Mortgage Credit Directive Order 2015;

(c) not make any statements or representations to any Applicant which is inconsistent with the terms of Our products or services or any documentation issued by Us or issued on Our behalf, including without limitation, any Illustration. To the extent that You breach this clause you will keep us indemnified in accordance with clause 10 (Indemnity).

3.3 We reserve the right at our sole discretion to decline all or any Applications and We will provide an explanation where possible.

3.4 We will arrange all processing and administration of Applications. We will provide You with details of Our procedures as and when We deem necessary.

3.5 All Applications must be submitted with any relevant monies due. We will not accept liability for delays caused by incomplete or inaccurate information provided by You and/or the Applicant. Prior to submission You must have taken reasonable steps to ensure the Application meets Our current lending criteria (where applicable).

3.6 If You knowingly submit false information/documents or a fraudulent Application, We will remove You from Our Panel and advise other third parties, including, but not limited to, any financial networks, clubs or the FCA under the Information from Lenders Scheme.

3.7 We shall at our own cost keep the Intermediary supplied in a timely manner with up to date guidance, product literature, application forms and other relevant information in relation to Our mortgage products.

3.8 The Intermediary warrants and undertakes that it will only use up to date product information and literature, application forms or any other relevant information provided by us, in paper, through the relevant website, or in any other format.

4. Compliance

4.1 You must either be authorised by the FCA (and the PRA if applicable) or be an Appointed Representative, and hold (and continue to hold, either directly with the FCA (and the PRA if applicable) or have authority through Your relationship with Your Principal) all necessary Permissions which are required for You to perform and lawfully fulfil Your obligations under or in connection with these Terms of Business and carry out all activities required in introducing Applicants to Us and in Your dealings with Applicants.

4.2 You must notify Us immediately in writing if:

- (a) any of Your Permissions are withdrawn or terminated;
- (b) any of Your Permissions are suspended or amended;
- (c) You are investigated for any breach of the Applicable Regulations; or
- (d) You are investigated by any Regulator.

4.3 You shall ensure that the FCA's principles of treating customers fairly will be followed and upheld at all times.

4.4 Each party agrees to maintain and comply with their respective Complaints Procedures in handling Complaints covered by these Terms of Business.

4.5 Each party shall co-operate with the other party and give the other party all reasonable assistance in handling any Complaint or with any dealings with the Regulator.

4.6 All Complaints relating to You, Your employees, agents and/or sub- contractors covered by these Terms of Business which are received by Us shall be referred to You for handling in accordance with Your Complaints Procedure.

4.7 All Complaints relating to Us, Our employees, agents and/or sub- contractors covered by these Terms of Business which are received by You shall be referred to Us for handling in accordance with Our Complaints Procedure.

4.8 You must have our written approval before using Our logo, distributing any advertising, press release or marketing literature that refers to Us. Our approval is only valid if the copy is not altered in any way. If any change is made at a later date our approval must again be sought.

4.9 In accordance with the Guidance Notes for Financial Sector published by the Money Laundering Regulations (2017) and updated from time to time, covering customer identification requirements, we delegate to the Intermediary the verification of all original identification required in relation to mortgage applications.

4.10 You are solely responsible and liable for any tax advice you provide to Applicants.

5. Data Protection and use of data

5.1 Both parties acknowledge and agree that each party is a Data Controller and each will comply at all times with its own obligations under the Data Protection Legislation

5.2 Without prejudice to the generality of this clause, each party shall, in relation to any Personal Data Processed in connection with the performance of this agreement:

5.2.1 ensure that it has in place appropriate technical and organisational measures, to ensure a level of security which is appropriate to the risk of Processing, to protect against unauthorised or unlawful Processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data in accordance with this agreement (a 'Data Security Incident');

5.2.2 ensure that all personnel who have access to and/or Process Personal Data are committed to keeping the Personal Data confidential or are under an appropriate statutory obligation of confidentiality;

5.2.3 not transfer any Personal Data outside of the European Economic Area without first ensuring: (i) it has appropriate safeguards in place in respect of such transfer; and (ii) that enforceable data subject rights and effective legal remedies for data subjects are available and in the case of Our customers, inform Us that you have undertaken such assessments;

5.2.4 notify the other party immediately upon becoming aware of a Data Security Incident;

5.2.5 assist and co-operate at all times with the other party in responding to any Data Security Incident with respect to the provision of information, security, breach notifications, data protection impact assessments and consultations with Supervisory Authorities;

5.2.6 at the written direction of the other party, delete or return all Personal Data provided in connection with the agreement (including any copies and backups thereof) and certify that it has done so, unless required by Applicable Law to store the Personal Data; and

5.2.7 maintain complete and accurate records and information to demonstrate its compliance with its obligations under this clause 5 and allow for audits to ensure compliance.

6. Fees

6.1 For each Customer who completes the purchase of a Mortgage Product from the Society following introduction by the Intermediary, the Society shall pay the Commission to the Intermediary at the agreed rate.

6.2 The purchase of a Mortgage Product by a Customer from the Society is deemed to be complete on the Date of Completion.

6.3 The Society shall pay the Commission to the Intermediary, Principal or mortgage network or club in the month following the Date of Completion of the mortgage or advance.

6.4 The Society shall not accept any business from, nor pay any Commission to, any Intermediary that does not hold the appropriate licences, registrations or permissions with the FCA, or that does not comply at any time with the Regulations, or any applicable rules, laws, statutes or regulations.

6.5 The Society shall not be liable to pay the Commission to the Intermediary where the Intermediary does not disclose its entitlement to the Commission to the Customer in the course of providing the Services.

6.6 The Society shall be entitled to set off any outstanding Commission against any debt owed to the Society by the Intermediary.

6.7 If any mortgage application submitted to Us by the Intermediary is found to be fraudulent it will not be entitled to any Commission. If the Society discovers after the Date of Completion a mortgage application was fraudulent then the Intermediary will on demand repay any Commission already paid in respect of the fraudulent mortgage application.

6.8 We will not make a payment to You if We are notified in writing or it is reasonable to infer that You are no longer acting on behalf of the Applicant.

7. Termination

7.1 The Agreement may be terminated:

7.1.1 by either party at any time upon giving one month's written notice to the other; or

7.1.2 in accordance with clauses 7.2 and 7.3 of these Terms.

7.2 The Society will have the right to cancel the Agreement with immediate effect in the event that:

7.2.1 the Intermediary commits any act of dishonesty, fraud or malpractice; or

7.2.2 the Intermediary commits a material or persistent breach of the Terms or fails to remedy a breach within 14 days of the breach; or

7.2.3 the Intermediary engages in any conduct prejudicial to the interests or reputation of the Society; or

7.2.4 the Intermediary fails or ceases to hold the appropriate licences, registrations or permissions with the FCA, or does not comply at any time with the Regulations, or any applicable rules, laws statutes or regulations; or

7.2.5 the Intermediary is subject to investigation or discipline by the FCA or other Regulator; or

7.2.6 You suspend or threaten to suspend, payment of Your debts or You are unable to pay Your debts as they fall due or You admit inability to pay Your debts or (being a company) You are deemed either unable to pay Your debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986 or (being a partnership) any partner to whom any of the foregoing apply; or

7.2.7 You commence negotiations with all or any class of Your creditors with a view to rescheduling any of Your debts, or make a proposal for or enter into any compromise or arrangement with Your creditors; or

7.2.8 a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with Your winding up (being a company); or

7.2.9 a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of Your assets and such attachment or process is not discharged within 14 days; or

7.2.10 an application is made to court, or an order is made against You for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed; or

7.2.11 You suspend or threaten to suspend, or cease or threaten to cease to carry on, all or a substantial part of your business.

7.3 The Agreement will automatically come to an end in the event of:

7.3.1 the Intermediary's death; or

7.3.2 the Intermediary's winding up; or

7.3.3 the change of control or ownership of the Intermediary.

7.4 Any termination of these Terms of Business will not affect any accrued rights and liabilities of either party and clauses 2, 3, 4, 5, 8, 10, 11, 12 and 15 shall continue to apply notwithstanding the termination of these

Terms of Business. In the event of termination You shall use all reasonable endeavours to ensure that all pending Applications and matters in progress resulting from the submission of Applications are immediately transferred back to Us or to such other party as We may specify.

8. Anti-Bribery and Corruption requirements

8.1 The Intermediary undertakes to comply with and perform its services in accordance with the Bribery Act 2010 and any other applicable anti-bribery or anti-corruption laws.

8.2 The Intermediary will not act, nor omit to act in any way that will lead to us being in breach of the Bribery Act 2010 or any other applicable anti-corruption laws.

8.3 The Intermediary will have its own anti-bribery and corruption policy or equivalent controls and ensure that its employees and sub-contractors comply with these obligations. The Intermediary will, if requested and as soon as reasonably practicable, provide us with relevant access and information in relation to their anti-bribery and anti-corruption policies and controls.

8.4 We may, with immediate effect, cease to undertake any further business and terminate these Terms with the Intermediary if the Intermediary or any person employed by it or acting on its behalf (whether with or without the knowledge of the Intermediary) is in breach of the Bribery Act 2010 or of any other applicable anti-bribery or anti-corruption laws.

9. Confidentiality

9.1 Subject to these terms of business each party will, at all times, keep confidential all information relating to the administrative, financial, technical, marketing customer information or operational arrangements or future business strategy of our business that the Intermediary obtains in the course of submitting mortgage applications to us and dealing with these applications. Other than the disclosure of information to any relevant regulatory authority, at its request, the Intermediary agrees not to disclose any of this confidential information to any third party, without Our prior written consent. Where either party requires the use of such third parties to run their business, the obligations in these Terms of Business must also apply and bind such third parties to the same. This clause survives the termination of these Terms of Business.

10. Indemnity

10.1 Subject to clause 11.1 (but otherwise without prejudice to Our other rights and remedies of any kind), You shall indemnify and keep Us indemnified fully and effectively from and against all losses, claims, damages, reasonable expenses, costs, awards, legally claimable fines, or other liabilities whatsoever of any kind (to include, but not limited to, all legal and other professional fees and expenses), in each case whether of a direct, indirect or consequential nature, awarded or imposed against (or suffered, sustained, incurred or paid by) Us or any of Our respective directors, officers, agents, employees, members and successors in interest, to the extent in any way caused by or contributed to by or connected with any of the following being done by You (or Your employees, Your agents or Your subcontractors):

- a) fraud;
- b) wilful misconduct;
- c) negligence;
- d) default or breach of or concerning clause 2.1, clause 2.3, clause 3, clause 4, clause 5, clause 8, clause 9 or clause 13 of these Terms of Business;
- e) any other act or omission (to include but not limited to, non-trivial default or non-trivial breach of Your statements, commitments or obligations under or concerning the Agreement that fall outside of the clauses mentioned in clause 10.1.d) above), which in turn harm (or have more than a 50% probability of harming) in any non-trivial way any of the following:
 - Our reputation,
 - Our credit rating,

- Our FCA or other regulatory accreditations,
 - Our other non-trivial rights to conduct Our business, or
 - Our profit and loss account, balance sheet, cashflow or equity value; or
- f) any combination of any of the above.”

11. Limitation of Liability

11.1 Nothing in these Terms of Business or elsewhere in the Agreement shall be interpreted or operate to exclude or limit Our liability for:

- a) death or personal injury caused by negligence of Our employees, agents or subcontractors;
- b) fraud or fraudulent misrepresentation;
- c) any other matter for which liability cannot be excluded or limited by Applicable Regulations; or
- d) any combination of any of the above.”

11.2 Subject to clause 11.1 We will not be liable to You for:

- a) any losses incurred by You due to Your relationship with the Applicant;
- b) any losses incurred by You not as a direct result of Our acts or omissions;
- c) losses or damage incurred by You as a result of:
 - (i) reliance on accuracy or existence of information about Our products or Services;
 - (ii) changes We make to products and services offered to Applicants;
 - (iii) Your failure to provide Us with complete and accurate information whether about You or in an Applicant;
 - (iv) Your failure to keep information about You or an Applicant confidential.

11.3 Subject to clause 11.1 and 11.2 the entire liability of the Society to the Intermediary under or in connection with the Agreement shall not in any event exceed £10,000 in a single claim or £50,000 for all claims in aggregate.

12. Monitoring and Audit

12.1 The Intermediary shall be readily available for meetings with Us as reasonably requested.

12.2 We shall have the right at any time or times, upon giving reasonable notice to the Intermediary, to examine all files and records (however stored) pertaining to mortgage applications submitted to Us through the Intermediary, by us or our appointed party requesting information and/or documentation from the Intermediary. The Intermediary shall comply with all reasonable requests from us or our appointed party for information and/or documentation.

13. Insurance

13.1 You must hold (and continue to hold) professional indemnity insurance cover of at least £1million per annum for a single and in aggregate claim or professional indemnity insurance cover of an amount equal to or more than that which is required by the FCA Handbook from time to time, whichever is the higher, with a reputable insurance company, to cover any liability You may incur under these Terms of Business. On Our request, You shall produce both the insurance certificate giving details of cover and the receipt for the current year’s premium in respect of such insurance.

14. Variation

14.1 We reserve the right to alter these Terms of Business at any time and will provide You with the revised document. Your continued submission of Applications or completion of any registration will be taken as acceptance of the revised Terms of Business.

15. Governing Law

15.1 These Terms of Business, and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with English law and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

We may monitor and/or record your telephone conversations with the Society to ensure consistent service levels (including colleague training). If you are contacting us by email and not using our secure email facility, please remember not to send any personal, financial or banking information because the information isn't secure.

Loughborough Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority. Financial Services Register number 157258.

16 Assignment and Third Party Rights

16.1 You shall not assign, transfer, subcontract, declare a trust over or place any other restrictions over Your rights and obligations under these Terms of Business.

16.2 A person who is not party to these Terms of Business shall not have any rights under the Contracts (Rights of Third Party Parties) Act 1999 (and its updates) to be able to enforce any of the terms contained in this agreement.

17 Force Majeure

17.1 Neither party shall be in breach of these Terms of Business nor liable for delay in performing, or failure to perform, any of its obligations under these Terms of Business if such delay results from events or circumstances which are beyond its reasonable control.

17.2 You and We must have reasonable and executable plans to continue to run Your and Our business in the event of a major incident. Typically such plans are referred to as Business Continuity Plans.

18 Entire Agreement

18.1 These Terms of Business constitute the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them. This is whether written or not relating to its subject matter.