



about our Islamic Home
Purchase Plan services



PO BOX 12461
Birmingham
B16 6AQ

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Compliance with Islamic law

Our services are regularly checked by Islamic Bank Of Britain Sharia Supervisory Committee which consists of Sheikh Dr Abdul Sattar Abu Ghuddah, Sheikh Nizam Yaqoobi and Mufti A. K. Barkatulla to ensure compliance with Islamic law. Please ask us if you want further information about the role of our scholars.

3. Whose Islamic home purchase plans do we offer?

- ☐ We offer Islamic Home Purchase Plans from the whole market.
- ☐ We only offer Islamic Home Purchase Plans from a limited number of providers.
- ☒ We only offer our own Islamic Home Purchase Plans.

4. Which service will we provide you with?

- ☐ We will advise and make a recommendation for you after we have assessed your needs.
- ☒ You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

5. What will you have to pay us for this service?

- ☐ No fee.
- ☒ An administration fee of £299 is payable on application.

6. Refund of fees

If we charge you a fee, and your Islamic Home Purchase Plan does not go ahead, you will receive:

- ☒ A full refund, for those applications where the decision to decline is made by the Bank through no fault of the customer. Where the decline decision is taken due to information found on the application to be significantly different to that stated by the customer in the Agreement In Principle or the customer withdraws their application then no refund of administration fee will be due.
- ☐ No refund.

7. What to do if you have a complaint

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

...in writing Customer Care, Islamic Bank of Britain plc, PO Box 12461, Birmingham, B16 6AQ

... by phone 0845 6060 786

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

8. 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.

Home purchase plan advising and arranging is covered for 100% of the first £50,000 per person per firm.

Further information about the compensation scheme arrangements is available from the FSCS.

THINK CAREFULLY ABOUT THE PRODUCT AND SERVICES YOU NEED.

WE CAN ONLY OFFER SERVICES IN RELATION TO ISLAMIC HOME PURCHASE PLANS AND CANNOT PROVIDE ADVICE ON STANDARD MORTGAGES.