



# Website Terms of Use

## 25 June 2019

These Terms of Use govern the use of this website. By using this website you and your firm agree to abide by these Terms of Use.

This website is owned and operated by and on behalf of the Coventry Building Society Group. Our Registered Office is: Coventry House, Harry Weston Road, Binley, Coventry, West Midlands CV3 2TQ.

The following definitions are used in these Terms of Use.

‘You’ or ‘Your’ means the Introducer, Intermediary, Appointed Representative from whom we accept business.

‘Us’ or ‘Our’ or ‘We’ means the Coventry Building Society Group.

1. The information and services provided on this website are for the exclusive use of mortgage intermediaries who are either directly authorised by the Financial Conduct Authority or an Appointed Representative of a directly authorised firm.
2. The products, services and policies on this website are subject to availability and may be withdrawn or amended without notice.
3. Although we make every effort to ensure that the information on this website is both accurate and up to date, we accept no liability for any loss or damage (including consequential loss) due to an inability to use the website, omissions, inaccuracies or unavailability of the service.
4. We can give no warranty that the website is free of viruses or can be used with any computer, software or browser system.
5. It is your responsibility to ensure that your equipment is compatible with the services provided on this website. You are responsible for any costs incurred to ensure your equipment is and remains compatible with our website.
6. You must comply with our procedures and instructions in using the services provided on this website.

7. Your firm will be issued with login details (the ‘Administration Code’). The Administration Code is for the purpose of processing, and not submission of, applications to us. Where the Administration Code login is used by a number of individuals within your firm, your firm will be responsible for authorising them to use the Administration Code. You will be liable for any losses as a result of the misuse of the Administration Code. We will accept, and you authorise us to accept, instructions regarding the use of the Administration Code from all users in your firm. You must tell us immediately if you suspect that the Administration Code is or has been used to access this website fraudulently.

In addition, all brokers within your firm will be provided with individual login details (user name and password – the ‘Individual Broker Code’). The Individual Broker Code is allocated per user and only the individual who is issued with an Individual Broker Code may use it for the submission of applications to us. You must contact us to arrange for each broker to be given an Individual Broker Code.

You must tell us immediately if you suspect that these login details are being used to access this website fraudulently.

8. We reserve the right to withdraw your access to this service at any time for security reasons or where we believe the service is being misused. If you have not logged in to our online service for some time we may temporarily suspend your access to the service.
9. All designs, graphics, photographic images, material (including any copies of arrangements), copy, underlying source code, downloadable content on this website and any material sent to you by email are the intellectual property of, or licensed to, the Coventry Building Society Group, protected by copyright laws, and may only be used or reproduced with our express permission.

10. You may link your website to ours only with our prior expressed written permission, and subject to the display of a separate URL. We retain the right to withdraw this permission without notice or explanation at any time.

Where other websites are linked to ours, there is no implication that the third party website is part of this website. We will not accept any liability for any claim as a result of the content or activity of a third party website.

11. We use 'Session' or temporary cookies to support some of the security features of this website and to track visitors. These cookies will be deleted shortly after you leave our website or within 90 days. You will be unable to use the services of this website if you do not accept cookies from us.

12. We reserve the right to change these Terms of Use at any time, without prior notice. Please check this website from time to time to take notice of any changes we make.

13. The Terms of Use are governed by English law.



**0800 121 7788**

Monday to Friday 9am - 5pm



**[coventryforintermediaries.co.uk](http://coventryforintermediaries.co.uk)**

**FOR INTERMEDIARY AND PROFESSIONAL FINANCIAL ADVISORS ONLY. NOT FOR CUSTOMER USE.**

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**COVENTRY**  
for intermediaries

