

mortgage endowment questionnaire

This questionnaire asks you for the personal and financial details we need, to be able to handle your complaint. We would like as much information as possible at this stage – so we don't have to keep asking you more questions later on. Please help us by giving as many details as you can – even if this means it takes you some time to fill in this questionnaire.

After you have completed the front page, there are four other sections to the questionnaire. If you are unsure what any question means – or if you want any other help filling in the questionnaire – please phone us on 0300 123 9 123.

- ① your name
- ① your partner's name
- ① your home address

	<p>(We will not use this address for correspondence if you have already asked us to write to you at another address – or if someone else is dealing with this complaint on your behalf.)</p>

- ① your home phone number
- ① name of the firm you are complaining about

- ① Have you already been through the complaints procedure of the firm you are complaining about?

YES

If “yes”, please send us a copy of the firm’s final response to you – together with this completed questionnaire *and* a completed complaint form (unless you have *already* returned a complaint form to us separately). You can download a complaint form at www.financial-ombudsman.org.uk or phone us for one on **0300 123 9 123**.

NO

If “no”, you will need to complain to the firm first, before you can complain to us. If you have difficulty contacting the firm – or if you are unsure what to do next – please phone us on **0300 123 9 123**.

- ① Have you contacted us before about your complaint?

YES

If “yes”, what is the number (“our ref”) at the top of any letters we have sent you?

NO

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section A about you

This section asks for basic details about you and your circumstances *at the time you took out your mortgage endowment*. We need this information to decide if an endowment policy was suitable for you at that time.

A1 What were your earnings and outgoings at the time you took out the endowment policy?

your annual earnings (before tax)	yourself	£	your partner	£
your outgoings each month (the amount you spent on bills, food <i>etc.</i> , but not your mortgage costs or rent)	yourself	£	your partner	£

A2 What type of work did you do at the time you took out the endowment policy – and what was your job title (if you had one)?

yourself	
your partner	

A3 Did you have any dependants at the time you took out the endowment policy?

YES

If “yes”, please tell us their names, how old they were, and how they were related to you.

NO

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A4 What savings or investments did you already have at the time you took out the endowment policy?

- | | |
|--|---|
| <input type="checkbox"/> bank or building society accounts,
national savings, cash ISAs | <input type="checkbox"/> PEPs, share-based ISAs
<input type="checkbox"/> stocks and shares |
| <input type="checkbox"/> endowment policies | <input type="checkbox"/> other investments |

Please use the box below to give us more details of these savings and investments – including the amount of money you had in each of them at the time you took out the endowment policy.

If you already had other endowment policies, please tell us: the monthly premiums you were paying; the amount of the “sum(s) assured”; and the funds you were invested in.

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A5 Did you have any other life insurance at the time you took out the endowment policy?
(eg term insurance or a whole-of-life policy, or insurance through your employer or through a personal pension plan)

YES

NO

If "yes", please use the box below to give us more details.

A6 At the time you took out the endowment policy, when were you expecting to retire?

yourself

your partner

A7 At the time you took out the endowment policy, what income did you expect to have in your retirement (including pensions, income from any employment, investment income *etc*)?

yourself

£

your partner

£

now please go to section B on the next page ▶

section B about your endowment policy

This section asks specific questions about the endowment policy you took out. The details you give us in this section will help us understand how the endowment policy was set up to support your mortgage.

B1 Which insurance firm was your endowment policy with at the time you took it out?

B2 What was the policy number of the endowment?

B3 What was the "death benefit" (sometimes called the "target amount") of the endowment policy?

£

B4 At the time you took out your endowment policy, for how many years was it intended to run?

B5 When did the endowment policy start?

B6 What type of endowment policy was it?

unit-linked

If "unit-linked", what fund(s) was the unit-linked policy invested in?

with-profits

other

If "other", please use the box below to give us more details.

not sure

B7 Were you given advice to take out the endowment policy?

YES

If "yes", please tell us *who* gave you the advice, *where* and *when* the advice was given, and whether the adviser also arranged your mortgage loan.

NO

If you need more space, please use the spare page at the end of this questionnaire.

B8 Please list in the box below the full names of everyone who was named on the policy.

B9 Have you ever received a “windfall” from the “de-mutualisation” of the insurance firm that provided your endowment policy?

- YES If “yes”, please tick the relevant box below, to show how you received the “windfall”.
- as cash
 - as shares
 - as enhanced policy benefits
- NO

B10 Are you still paying into the endowment policy?

- YES
 NO

B11 Are you still planning to use the endowment policy to repay your mortgage?

- YES
- PARTLY If you ticked “partly” or “no”, please tell us in the box below *when, why* and *how* you changed your mortgage arrangements.
- NO If you have “redeemed” or “converted” your mortgage – but still have the endowment policy – please tell us why you are still paying into it.

If you need more space, please use the spare page at the end of this questionnaire.

now please go to [section C](#) on the next page ►

section C about the advice you were given

This section asks for more details about the advice you were given at the time you took out the endowment policy. We need this information to decide if the firm gave you suitable advice. If you need more space, please use the spare page at the end of this questionnaire.

- C1** What were you told – if anything – about what would happen if the endowment policy didn't do well enough to pay off your mortgage?

- C2** What concerns did you raise – if any – about making sure the mortgage would be paid off?

- C3** What were you told – if anything – about the cost of the endowment mortgage compared to the cost of a repayment mortgage?

- C4** If you *hadn't* taken out an endowment policy to pay off your mortgage, what would you have done instead (for example, taken out a repayment mortgage; stayed with your existing mortgage and not moved; rented instead of buying; lived with parents *etc*)?

- C5** Were you advised to cancel or surrender any endowment policies you *already* had?

YES

If "yes", please give us details of the endowment policies you surrendered and details of what the adviser told you.

NO

- C6** Which of the following describes your situation at the time you took out the endowment policy?

You were buying a property for the first time.

You were moving house.

You were taking out a further mortgage advance.

You were buying your council house under the "right to buy" scheme.

(If so, tell us how much rent were you paying before you bought your house.)

£

None of these.

- C7** Did you *already* have a mortgage at the time you took out the endowment policy?

YES

If "yes", please go to question **C8** at the top of the next page.

NO

If "no", please go straight to question **C9** in the middle of the next page.

c8 What kind of mortgage did you already have?

a repayment mortgage

an endowment mortgage

If you already had an endowment mortgage, when did you take out the endowment policy linked to it?

Which insurance firm was the endowment policy with?

What was the "target amount" of the endowment policy?

How was the endowment policy invested (eg with-profits or unit-linked)?

Please give us details of any complaint you have already made about this earlier endowment policy (or tell us why you have *not* complained).

If you need more space, please use the spare page at the end of this questionnaire.

c9 Will you still be paying off your mortgage after you retire?

YES If "yes", please answer questions **c10** to **c13** below.

NO If "no", please go straight to section D on page 8.

c10 What was the reason for taking out a mortgage that extended past your intended retirement date?

c11 What questions did you ask – if any – about still having a mortgage to pay after you had retired?

c12 How did you plan to continue making your mortgage payments after you had retired?

c13 Did you have a previous mortgage that extended past your intended retirement date?

now please go to section D on the next page ▶

section D about your mortgage

This section asks for more details about the mortgage loan you took out with the endowment policy. If we decide that the endowment policy was not suitable for you when you took it out, we will need this information to assess the amount of any compensation due.

D1 What size was the mortgage loan that you took out with your endowment policy?

£

D2 From which mortgage lender did you get your mortgage loan?

D3 Which mortgage lender is your mortgage with now?

D4 What was your mortgage account number when you took out the mortgage loan?
(If the number has changed, please give the new number.)

D5 What type of mortgage did you take out with your endowment?

standard variable-rate mortgage

some other mortgage deal (for example, fixed-rate, discount or cash-back mortgage)

(If you ticked "some other mortgage deal", please use the box below to give us details of the mortgage deal, including the date the special rate started and how long it lasted for.)

D6 When you took out your mortgage loan, did your mortgage lender require you to have life insurance as a condition of the loan?

YES

NO

D7 What was the date of your first mortgage payment?

8 What changes have you made to your mortgage since taking out the endowment?

- Changed your mortgage lender.
- Paid lump sums off your mortgage.
- Made extra monthly payments.
- None of the above.

Please use the box below to give us more details of these changes, including the dates and the amounts involved.

If you need more space, please use the spare page at the end of this questionnaire.

finally, please read and sign this declaration

“ I would like the Financial Ombudsman Service to consider my complaint.
I confirm that all the information I have given you is true and accurate to the best
of my knowledge. ”

your signature date

your partner's signature date

Then return this questionnaire to us enclosing:

- your completed complaint form
(if you have not *already* returned it to us separately)
- a copy of your latest mortgage statement

Post to:

Financial Ombudsman Service
Exchange Tower
London E14 9SR

Thank you for your time and patience in completing this questionnaire. This should help us process more quickly the information we will need when we start work on your case.

Please use this page if you need more space for answering any question.

question number	your answer