

keyfacts

about our insurance services



1. The Financial Services Authority

The Financial Services Authority (FSA) is the independent watchdog that regulates financial services. It requires us to give you the following information. Use this information to decide if our services are right for you.

2. Whose products do we offer?

We offer products from a range of insurers for general insurance and non investment contracts.

3. Which service will we provide you with?

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

4. How much will you pay for our services?

You will not be charged a fee to use our services.

5. Who regulates us?

Affinity Select Insurance Service Limited, Rams Cottage, Eastbourne Road, Halland East Sussex BN8 6PS is authorised and regulated by the Financial Services Authority. Our FSA Register number is 300348.

Our permitted business is arranging and advising on mortgages, general insurance and non investment insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

5. Ownership

We are a Private Limited Company.

6. What to do if you have a complaint

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

in writing Affinity Select Insurance Service Limited, Rams Cottage, Eastbourne Road, Halland East Sussex BN8 6PS

or

by phone 0870 991 3777

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.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

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