

## ABOUT OUR INSURANCE SERVICES

### TRAVELANDINSURE

3<sup>rd</sup> Floor, 1-3 South Street, Chichester, West Sussex, PO19 1EH

#### 1. The Financial Services Authority (FSA)

The Financial Service Authority 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. Whose products do we offer?

- We offer products form a range of insurers.
- We can only offer products from a limited number of insurance providers.  
Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

#### 3. 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.

#### 4. What will you have to pay for our services ?

- A fee
- No fee,  
You will receive a quotation that will tell you about any other fees relating to any particular insurance policy.

#### 5. Who regulates us?

Travelandinsure.com is the trading name of Travel and Insure Ltd which is an Appointed Representative of Michael Pettifer Insurance Brokers Ltd, trading as MPI Brokers, West House, West Street, Haslemere, Surrey GU27 2AB, and is authorised and regulated by the Financial Services Authority. The FSA Register number is 308481. MPI Brokers' permitted business is advising on and arranging insurances.

You can check this on the Financial Services Authority register by visiting their website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

#### 6. Ownership

We are neither owned directly or indirectly by any insurance company.

Travel and Insure Ltd is a privately owned company registered in England and Wales Reg.No.5708179.

#### 7. What to do if you have a complaint

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

In writing to: Travel and Insure Ltd., 3<sup>rd</sup> Floor, 1-3 South Street, Chichester, West Sussex, PO19 1EH.

By Telephone: 01243 380077 or 0845 180 0064.

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. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claims, without any upper limit. Further information about the compensation scheme arrangements is available from FSCS.