



# about our insurance services

## 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 Whose products do we offer?

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers. .
- We only offer products from a single insurer. Our travel insurance cover is underwritten by AIG UK Limited.

## 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 us for our services?

- A fee. We will charge a small fee of up to £1 on credit card transactions. We may also charge an administration fee of up to £25 for any mid term change to the policy that you may request.
- No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

## 5 Who regulates us?

Direct Travel Insurance Services Limited of Shoreham Airport, Shoreham-by-Sea, West Sussex, BN43 5FF is authorised and regulated by the Financial Services Authority. Our FSA Registered number is 468830.

Our permitted business is arranging and assisting in the administration of non-investment insurance contracts.

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

## 6 What to do if you have a complaint

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

**.....in writing** Write to The Technical and Operations Manager, Direct Travel Insurance Services Limited, Shoreham Airport, Shoreham-by-Sea, West Sussex, BN43 5FF

**.....by phone** Telephone The Duty Manager on 0845 605 2500

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

**.....in writing** Write to The Customer Care Manager, Direct Travel Insurance Claims Department, Shoreham Airport, Shoreham-by-Sea, West Sussex, BN43 5FF

**.....by phone** Telephone The Customer Care Manager on 0845 603 6497

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.

Further information about compensation scheme arrangements is available from the FSCS. Full details are available at [www.fscs.org.uk](http://www.fscs.org.uk)