



## about our insurance services

### Sure Insurance Services Ltd

2 White Lion Court, Cornhill, London EC3V 3NP

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#### 1. The Financial Conduct Authority (FCA)

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The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

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#### 2. Whose products do we offer?

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##### Insurance

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers.
- For Medical Travel Shield and Fertility Travel Shield, we only offer products from a single insurer.

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#### 3. Which service will we provide you with?

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##### Insurance

- 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 for Medical Travel Insurance. We may ask some questions to narrow down the selection of products that we will provide details on. You will need to make your own choice about how to proceed.

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

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##### Insurance

- A fee.
- No fee for Medical Travel Insurance.

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

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#### 5. Who regulates us?

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Sure Insurance Services Limited, 2 White Lion Court, Cornhill, London EC3V 3NP is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 402061.

Our permitted business is advising on and arranging life assurance, medical insurance and other non-investment insurance contracts.

You can check this on the *Financial Services Register* by visiting the FCA's website

<http://www.fsa.gov.uk/register/home.do> or by contacting the FCA on 0800 111 6768.

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## **6. Ownership**

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

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

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

In writing: Write to: Sure Insurance Services Limited, Complaints Department, 2 White Lion Court, Cornhill, London EC3V 3NP

By phone: Telephone +44 (0) 207 374 4022

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by telephone to 0800 023 4567 or 0207 964 1000.

In respect of the Medical Travel insurance product, which is purchased on line, it may be possible to resolve disputes by using the European online dispute resolution (ODR) platform. To access the platform please go to:

<http://ec.europa.eu/consumers/odr/>

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## **8. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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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**

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by telephone to 0800 678 1100 or 0207 741 4100.

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