



about our insurance services

EXPORT & GENERAL INSURANCE SERVICES LTD

Wickham House, Hampton Wick , Kingston Upon Thames, KT1 4DY
0844 411 3456

1. The Financial Conduct Authority

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

2. Whose products do we offer?



We only offer products from a limited number of companies.
Ask us for a list of the companies and products we offer.



We only offer products from one 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 us for our services?



A fee. In certain circumstances we may charge a policy production fee and/or a mid term adjustment/duplicate documentation fee. Any fee payable will be advised and agreed prior to inception of cover and any adjustment/duplication request received.



No fee.

5. Who regulates us?

Export and General Insurance Services Limited is Authorised and Regulated by the Financial Conduct Authority (Firm Reference Number: 310881).

Our permitted business is arranging general insurance contracts.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0845 606 1234.

6. What to do if you have a complaint

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

In writing: Wickham House, Hampton Wick, Kingston Upon Thames, KT1 4DY

By phone: 0208 2550617

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.