



About our insurance services

leisure & lifestyle
insurance services

Basepoint Business Centre
Oakfield Close
Tewkesbury Business Park
Tewkesbury
Gloucestershire GL20 8SD

Leisure & Lifestyle Insurance Services Limited

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 can only offer products from a limited number of insurers.
- Ask us about 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 us for our services?

- A fee
- 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?

Leisure & Lifestyle Insurance Services Limited of Basepoint Business Centre, Oakfield Close, Tewkesbury Business Park, Tewkesbury, Gloucestershire GL20 7SD is authorised and regulated by the Financial services Authority. Our FSA Register number is 477114. Our permitted business is selling and administering contracts of general insurance.

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.

6 Ownership

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

7 What to do if you have a complaint

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

...in writing

Write to Leisure & Lifestyle Insurance Services Limited, Basepoint Business Centre, Oakfield Close, Tewkesbury Business Park, Tewkesbury, Gloucestershire GL20 8SD

...by phone

Telephone Number 01684 851213

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 32,000 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.