



lifebroker

Lifebroker UK Ltd
Bourne House 475 Godstone Road
Whyteleafe, Surrey CR3 0BL

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?

- Checkboxes for product offerings: 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.

3. Which service will we provide you with?

- Checkboxes for service type: 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.

4. What will you have to pay us for this service?

- Checkboxes for fee: 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

Lifebroker UK Ltd is operated by Lifebroker UK Ltd, Bourne House 475 Godstone Road, Whyteleafe, Surrey CR3 0BL. An authorised and regulated by the Financial Services Authority. Our FSA Register number is 479431.

Our permitted business is arranging non investment insurance contracts.

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. What do you do if you have a complaint?

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

If you feel that you need to complain about the service that you are receiving from Lifebroker, please do so by contacting James Markwick on 08452 51 61 71 or email info@lifebroker.uk.com

Or in writing - Write to Lifebroker UK, Lifebroker UK Ltd, Bourne House 475 Godstone Road, Whyteleafe, Surrey CR3 0BL

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?

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 the compensation scheme arrangements is available from the FSCS.