

Angus Roberts
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Ilkley
West Yorkshire, LS29 9NQ

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this information. 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 insurers for property insurance and tenants insurance products. Ask us for a list of insurers we offer insurance from.

3. Which service will we provide you with?

You will not receive advice or a recommendation from us for our policies that we offer. 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?

We normally receive a commission from the insurer with whom we place your business and, in addition, we may charge an arrangement fee.

In respect of any subsequent changes required to your policy we may make an administrative charge.

You will receive a specific quotation, which will tell you about any other fees relating to your particular insurance policy, and full details are contained in our published Terms of Business, a copy of which is enclosed.

5. Who Regulates Us?

Angus Roberts is an appointed representative of Let Insurance Services, Bloxham Mill, Barford Road, Bloxham, Banbury, Oxon, OX15 4FF which is authorised by the Financial Services Authority. Let Insurance Services' Registration number is 474985

You can check this on the FSA's Register at www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

6. What to do if you have a complaint?

Our aim is to provide a first class service, however, if you wish to register a complaint, please contact us:

...in writing Write to Complaints Manager, Let Insurance Services Ltd, Bloxham Mill, Banbury, OX15 4FF

... by phone Telephone 0844 478 0202

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 90% 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.
