



About Our Insurance Services

1. The Financial Conduct Authority (FCA)

The FCA 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 offer products from a range of insurers
- We only offer products from a limited number of insurers
Ask us for 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 you will have to pay us for this service?

- 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?

Porthcawl Insurance Consultants (UK) Ltd, 47 Mary Street, Porthcawl, CF36 3YN is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 306748

Our permitted business is arranging general insurance contracts only.

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

6. Ownership

Porthcawl Insurance Consultants (UK) Ltd is a privately owned Limited Company

7 What to do if you have a complaint

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

- ... in writing** Write to Porthcawl Insurance Consultants (UK) Ltd, 47 Mary Street, Porthcawl, CF36 3YN
- ... by phone** 01656 784866
- ... by fax** 01656 784872
- ... by e-mail** reception@porthcawl-insurance.co.uk

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.

Further information about the compensation scheme arrangements is available from the FSCS.