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## keyfacts

About our insurance services

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**Anglia Financial Ltd.**

**8 Swan Lane Business Park, Swan Lane, Exning, Newmarket. CB8 7FN**

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### **1 The Financial Services Authority (FSA)**

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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.

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### **2 Whose products do we offer?**

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- We offer products from a range of insurers for Term Assurance, Critical Illness, Income Protection and Private Medical Insurance
- We can only offer products from a limited number of insurers for Accident, Sickness & Unemployment and Buildings and Contents  
Ask us for a list of insurers we offer insurance from.
- We can only offer products from a single insurer.
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### **3 Which service will we provide you with?**

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- We will advise and make a recommendation for you after we have assessed your needs for term assurance, critical illness, income protection, private medical insurance, accident, sickness & unemployment.
- You will not receive advice or a recommendation from us for buildings and contents.  
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.
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### **4 What will you have to pay us for our services?**

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- A fee
- No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

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## **5 Who regulates us?**

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Anglia Financial Ltd is authorised and regulated by the Financial Services Authority. Anglia Financial Limited's FSA Register number is 456088

Anglia Financial Limited's permitted business is advising on and arranging general insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

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## **6 What to do if you have a complaint**

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

**...in writing** Write to Client Relations Dept., Anglia Financial Ltd., 8 Swan Lane Business Park, Swan Lane, Exning, Newmarket, Suffolk CB8 7FN

**... by phone** Telephone 01638 577702

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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## **7 Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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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 compensation scheme arrangements is available from the FSCS.

Jan 2007