

## 1 The Financial Conduct Authority

The FCA 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 Commercial Products do we offer?

We offer products from a limited number of insurers aimed specifically at Sports & Social Clubs and related entertainment venues where special trade considerations &/or special circumstances apply.

Please ask us for a list of the insurers we offer cover from in these circumstances.

Commercial products for Sports & Social Clubs and related entertainment venues may also be sourced from a single specialist insurer and may be placed via another intermediary, Lloyds broker or underwriting agency.

Please ask us for full details of the insurer/insurers we can offer insurance from.

## 3 Which service will we provide you with ?

We will advise and make recommendations on Commercial products and insurers for you after we have assessed your needs.

We will ask some questions which may narrow down the selection of products that we will provide details on. This may also reduce the number of insurers we can offer products from. You will however then need to make your own choice on how to proceed.

## 4 What will you have to pay us for our services

No fees are applicable unless specifically noted and agreed as part of the overall pricing of the commercial product.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy not applied by Club Insure Ltd.

## 5 Who Regulates us ?

Club Insure Ltd, Romero House, 8 Airport West, Lancaster Way, Yeadon, Leeds, LS19 7ZA is authorised and regulated by the Financial Conduct Authority.

Our FCA Register number is **304875**. Our permitted business is arranging general insurance contracts.

You can check this on the FCA's Register by visiting the FCA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FCA on 0800 111 6768

## 6 Ownership

Club Insure Ltd, Romero House, 8 Airport West, Lancaster Way, Yeadon, Leeds, LS19 7ZA **do not** have a holding, direct or indirect, representing more than 10% of the voting rights or capital in an insurance undertaking

No insurance undertaking or parent of an insurance undertaking has a holding, direct or indirect, representing more than 10% of the voting rights or of the capital of Club Insure Ltd.

We are an independent intermediary selling general insurance products

## 7 What to do if you have a complaint

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

**...in writing** to Club Insure Ltd, Romero House, 8 Airport West, Lancaster Way, Yeadon, Leeds, LS19 7ZA

**...by telephone** 0113 2818110

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Further information about the FOS can be obtained by telephone on 0800 023 4567 or [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## 8 Are we covered by the Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (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 compensation scheme arrangements is available from the FSCS on 020 7892 7300 or [www.fscs.org.uk](http://www.fscs.org.uk).

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