

About our life insurance services

U K Insurance Business Solutions Limited
Churchill Court
Westmoreland Road
Bromley Kent
BR1 1DP

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 Life Products do we offer?

We only offer life insurance and life insurance with critical illness products from a single insurer, Legal & General Assurance Society Limited.

3. Which service will we provide you with?

U K Insurance Business Solutions Limited introduces Direct Line customers to Legal & General Society Limited for life insurance and life insurance with critical illness. You will not receive any advice or a recommendation from us. We will give you information but any decision to purchase a life policy (with or without critical illness cover) will be solely your responsibility.

4. What will you have to pay us for our services?

There is no fee – if you take out a policy you will simply pay Legal & General the premium for your policy.

5. Who regulates us?

U K Insurance Business Solutions Limited is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 313783. Our permitted business is arranging and introducing insurance contracts. You can check this on the Financial Services Register by visiting the FCA website, www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

6. Ownership

U K Insurance Business Solutions Limited is a wholly owned subsidiary of the Direct Line Insurance Group plc.

7. What to do if you have a complaint

If you wish to register a complaint about U K Insurance Business Solutions Limited please contact us at

U K Insurance Business Solutions Limited
Customer Relations
Churchill Court
Westmoreland Road
Bromley
Kent
BR1 1 DP
Telephone 0208 285 3866

If we 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.

Insurance advising and arranging is covered for 90% of the claim with no upper limit.

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