



FirstAssist Insurance Services Limited
Marshall's Court, Marshall's Road,
Sutton, Surrey SM1 4DU

Important Information about the
insurance services that we provide.

1. The Financial Services Authority (FSA)

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.

2. Whose products do we offer?

We only offer insurance products from Great Lakes Reinsurance (UK) PLC for Legal Expenses.

3. Which services will we provide you with?

You will not receive any advice or a recommendation from us for any of the insurance products listed above. We may ask you some questions to narrow down the selection of products and benefits 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?

No fee is payable.

5. Who regulates us?

FirstAssist Insurance Services Limited, Marshall's Court, Marshall's Road, Sutton, Surrey, SM1 4DU is authorised and regulated by the Financial Services Authority under Registration No 310671.

Our permitted business is advising, arranging, dealing in, and the administration and performance of non investment insurance contracts.

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

6. What to do if you have a complaint

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

...in writing Write to FirstAssist Insurance Services Limited, Customer Relations Manager,
Marshall's Court, Marshall's Road, Sutton, Surrey, SM1 4DU.
...by phone Telephone 020 8652 1313 *

If we cannot resolve your complaint 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 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

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

*Calls may be recorded and may be monitored for training and/or quality purposes.