

About our Insurance Services

Paymentcare Limited,
2 Stamford Road,
Altrincham,
WA14 2JU

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?

Insurance

- We offer products from a range of insurers
- We only offer products from a limited number of insurers
- We offer products from AmTrust Specialty Limited for Short Term Income Protection Insurance or Income Protection for Property Owners

3 Which service will we provide you with?

Insurance

- 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 for Short Term Income Protection Insurance or Income Protection for Property Owners. 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 will you have to pay us for our services?

Insurance

- A fee
- No fee for Short Term Income Protection Insurance or Income Protection for Property Owners.

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

5 Who regulates us?

Paymentcare Limited is authorised and regulated by the Financial Conduct Authority, 25 The North Colonnade, Canary Wharf, London, E14 5HS. Our FCA Register number is 314574.

Our permitted business is advising on and arranging non investment insurance contracts.

You can check this on the FCA's Register by visiting the FCA's website <https://register.fca.org.uk/> 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: Paymentcare Limited,
 2 Stamford Road, Altrincham,
 WA14 2JU

Telephone: 03333 444 970

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

Full details of the FOS can be found on its website at www.financial-ombudsman.org.uk

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

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.