

**keyfacts**®

## about our insurance services

Rapidinsure.co.uk Limited

John Ormond House  
899 Silbury Boulevard  
Central Milton Keynes  
MK9 3XL

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

The FSA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

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### 2. Whose products do we offer?

- We offer products from a range of insurers
- We only offer products from a limited number of insurers  
Ask us for a list of insurers we offer insurance from.
- We only offer products from Great Lakes Reinsurance (UK) PLC for household insurance.
- We only offer products from Lloyds Syndicate 5820 for mortgage payment protection insurance.
- We only offer products from Great Lakes Reinsurance (UK) PLC for health insurance and income protection insurance.
- We only offer products from ETI, the UK Branch of Europäische Reiseversicherung AG for travel insurance. Legal Expenses cover is provided by DAS Legal Expenses Insurance Co. Ltd.

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### 3. Which service will we provide you with?

- 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. 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 this service?

- 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?

Rapidinsure.co.uk Limited is an appointed representative of Berkeley Morgan Limited of John Ormond House, 899 Silbury Boulevard, Central Milton Keynes, MK9 3XL which is authorised and regulated by the Financial Services Authority. Berkeley Morgan Limited's FSA Register number is 148577.

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Berkeley Morgan 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. Ownership**

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Personal Group Holdings Plc which directly wholly owns and controls Personal Assurance Plc, an insurer, also wholly owns and controls Berkeley Morgan Group Limited. Rapidinsure.co.uk Limited is a wholly owned subsidiary of Berkeley Morgan Group Limited.

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## **7. 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 The Managing Director, Rapidinsure.co.uk Limited, John Ormond House,  
899 Silbury Boulevard, Central Milton Keynes, MK9 3XL.

... by phone      Telephone 0844 8730 902

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

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## **8. 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 the compensation scheme arrangements is available from the FSCS.