



about our insurance services



Allianz Global Assistance
102 George Street
Croydon CR9 6HD

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?

- 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 a single insurer.

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs for travel insurance.
- You will not receive advice or a recommendation from us for travel insurance. 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 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.

5. Who regulates us?

Allianz Global Assistance which is a trading name of Mondial Assistance (UK) Limited, 102 George Street, Croydon CR9 6HD is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 311909.

Our permitted business is arranging travel insurance.

Mondial Assistance (UK) Limited also has permission to conduct the following business with regards to non-investment insurance contracts:

- Arranging
- Assisting in the administration and performance of a contract of insurance.
- Dealing as an agent
- Making arrangements with a view to transactions

You can check this on the FCA's Register by visiting the FCA's website www.fsa.gov.uk/register/ or by contacting the FCA 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 Customer Support, Allianz Global Assistance, 102 George Street, Croydon CR9 6HD
- by phone 020 8603 9853
- by email customersupport@allianz-assistance.co.uk

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

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

For your added protection, the insurer is 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 the compensation scheme arrangements is available from the FSCS, telephone number 0800 678 1100 or 020 7741 4100, or by visiting their website at www.fscs.org.uk.

This document is available in large print, audio and Braille.
Please contact us on Phone 0871 200 0102 Textphone 020 8666 9562
and we will be pleased to organise an alternative for you.