



First Call Payment Protection Ltd

Administration Centre:

Loxley House
21 Coker Road
Worle
Weston super Mare
Somerset
BS22 6BX

Tel: 0844 391 6965

Email: enquiries@protection.uk.net

www.protection.uk.net

About our Insurance Services

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 payment protection insurance products from UK General Insurance Ltd on behalf of Ageas Insurance Ltd.

3. Which service will we provide you with ?

You will not receive advice or a recommendation from us for payment protection insurance products. We may ask some questions which will be used 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 for our services?

We do not charge a fee for using our services.

5. Who regulates us?

www.protection.uk.net is a trading name of First Call Payment Protection Ltd. Registered in England and Wales No 07064423. Registered office: Culm End House, Collum Lane, Kewstoke, Somerset BS22 9YX. First Call Payment Protection Ltd is authorised and regulated by the Financial Services Authority No 541645. Our permitted business is arranging, dealing as agent and assisting in 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: The Complaints Officer,
First Call Payment Protection Ltd, Loxley House, 21 Coker Road, Worle, Weston super Mare, BS22 6BX

by phone: 0844 391 6965

If you cannot settle your complaint with us, 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 Financial Services Compensation Scheme (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. If you are eligible to claim from the FSCS, compensation is available as follows:

- Insurance advising and arranging is covered for 90% of the claim, without any upper limit
- For compulsory classes of insurance (such as Third Party Motor or Employers Liability), insurance advising and arranging is covered for 100% of the claim without any upper limit

Further information about compensation scheme arrangements is available from the FSCS on 020 7892 7300 or www.fscs.org.uk

