

keyfacts®

about our insurance services

CHARTIS



Chartis Insurance UK Limited
The Chartis Building
58 Fenchurch Street
London
EC3M 4AB

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.

2. Whose products do we offer?

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer, Chartis Insurance UK Limited for travel insurance.

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 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 on how to proceed.

4. What will you have to pay us for our services?

- An administration fee of £15 is payable if this insurance policy is cancelled after the 14 day cooling off period.
- No fee for travel insurance.

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

5. Who regulates us?

Chartis Insurance UK Limited is authorised and regulated by the Financial Services Authority. (FSA Registered number 202628). Our permitted business is arranging general insurance.

The sale of this policy is administered by UNAT Direct Management Limited (FSA Registered number 312350). This information can be checked on the FSA Register by visiting the FSA website at www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

6. Ownership

Chartis Insurance UK Limited is 100% owned by Chartis Inc. incorporated in the United States of America.

7. What to do if you have a complaint

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

- ...in writing** Write to: The Customer Services Manager, Yorkshire Bank Travel Insurance, PO Box 2157, Shoreham by Sea, West Sussex BN43 9DH
- ... by phone** Telephone 0845 605 0057

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

8. 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 financial obligations. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim without any upper limit. You can get more information about compensation scheme arrangements from the FSCS.