



about our insurance services



Europ Assistance Holdings Limited

Sussex House, Perrymount Road,
Haywards Heath, West Sussex RH16 1DN

1 The Financial Services Authority

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 can only offer products from a limited number of insurers for accident, assistance, damage to property, general liability, legal expenses, miscellaneous financial loss and sickness.

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.
- 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.

4 What will you have to pay for our services?

- 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?

Europ Assistance Holdings Limited, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN is authorised and regulated by the Financial Services Authority. Our FSA Register number is 311883.

Our permitted business is advising customers on non-investment contracts, making arrangements with a view to transactions in non-investment insurance contracts, dealing as an agent in non-investment insurance contracts, 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 Ownership

Europ Assistance Holding S.A. owns 100% of our share capital.

7 What to do if you have a complaint?

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

...in writing Quality Department, Sussex House, Perrymount Road,
Haywards Heath, West Sussex RH16 1DN

...by phone 0844 338 5799

...by e-mail quality@europ-assistance.co.uk

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 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 compensation scheme arrangements is available from the FSCS.