



about our services



Totally Insured Group Ltd. 4a Abbey Walk, Church Street, Romsey, SO51 8JQ

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 for Term Assurance, Critical Illness Cover, Permanent Health Insurance, Private Medical Insurance, Accident Sickness and Unemployment Insurance, Premium Protection Insurance, Household, Personal General and Commercial General insurance contracts.
	We only offer products from a limited number of insurers
	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 Term Assurance, Critical Illness Cover, Permanent Health Insurance,, Accident Sickness and Unemployment,
✓	You will not receive advice or a recommendation from us for Household, Personal General and Commercial General 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 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?

Totally Insured Group Ltd, 4a Abbey Walk, Church Street, Romsey, SO51 8JQ is authorised and regulated by the Financial Services Authority, 25 The North Colonnade, Canary Wharf, London, E14 5HS. Totally Insured Group Ltd FSA Register number is 314003.

Totally Insured Group Ltd permitted business is Advising on and arranging 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 020 7676 1000.

6. What to do if you have a complaint

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

In writing: Write to Totally Insured Group Ltd at the address above

By phone: Telephone 0870 2408891

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 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.

For compulsory classes of insurance, 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.
