



about our insurance services

Devitt Insurance Services Limited
North House
St Edwards Way
Romford
Essex
RM1 3PP

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?

- For motorcycle insurance we offer products from a range of insurers.
 - For motorcycle insurance we only offer products from a limited number of insurers. Ask us for a list of insurers we offer insurance from.
 - For motorcycle insurance we only offer products from a single insurer.
 - If you purchase motorcycle breakdown insurance we only offer a product from a single insurer.
 - If you purchase personal accident cover or personal accident, helmet and leathers insurance we only offer a product from a single insurer.
 - If you purchase uninsured loss recovery and legal expenses insurance cover we only offer a product from a single insurer.
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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.
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4. What will you have to pay us for our services?

- A fee
- No fee

You will not be charged a fee to supply you with a quotation but you will receive our Terms of Business which will tell you about any other fees relating to insurance policies you take out through us.

5. Who regulates us?

Devitt Insurance Services Limited, Insurance Brokers, North House, St Edwards Way, Romford, Essex RM1 3PP is authorised and regulated by the Financial Conduct Authority. Register number 312328.

Our permitted business is to advise and arrange general insurance contracts.

You can check this on the Financial Services Register by visiting the FCA's website <http://www.fsa.gov.uk/register/home.do> or by contacting the FCA on 0800 111 6768.

6. Ownership

Devitt Insurance Services Limited is an independent insurance broker.

7. What to do if you have a complaint

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

- **In writing –**

Please write to the Customer Satisfaction Manager, Devitt Insurance Services Limited, Insurance Brokers, North House, St Edwards Way, Romford, Essex RM1 3PP.

- **By phone –**

Please contact us on 0845 300 4870. Our opening hours are 8.30 – 19.00 Monday to Friday and 9.00 – 13.00 on Saturday.

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.

Further information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at www.fscs.org.uk or by writing to the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU.