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## 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?

### Insurance

- We offer products from a range of insurers for private medical expenses insurance, life assurance, critical illness, permanent health insurance and accident, sickness & redundancy insurance.
- We only offer products from a limited number of insurers for travel insurance and dental insurance contracts. Ask us for a list of the insurers we offer insurance from.

## 3. Which service will we provide you with?

### Insurance

- We will advise and make a recommendation for you after we have assessed your needs for private medical expenses insurance, life assurance, critical illness, permanent health insurance, accident, sickness & redundancy insurance, dental insurance and travel insurance contracts.

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

### Insurance

- A fee
- No fee for advising on and arranging private medical expenses insurance, life assurance, critical illness, permanent health insurance, accident, sickness & redundancy insurance, dental insurance and 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?

Chase Templeton Limited, 5 Arkwright Court, Blackburn Interchange, Darwen BB3 0FG is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 311612.

Chase Templeton Limited's permitted business is arranging and giving advice on Insurance.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

## 6. What to do if you have a complaint

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

... **in writing to:** Write to Complaints Department, 5 Arkwright Court, Blackburn Interchange, Darwen BB3 0FG

... **by phone:** Telephone: 01254 503796

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. You can find further details at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## 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

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.