



## About our insurance service

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### 1. The Financial Conduct Authority (FCA)

The FCA is the independent body that regulates financial services. Use this information to decide if our services are right for you.

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### 2. Whose products do we offer?

We can only offer products from a limited number of insurers for business and professional indemnity policies. You can ask us for a list of insurers we offer insurance from.

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

You will not receive advice or a recommendation from us for business and professional indemnity policies purchased online. 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. In what capacity will we act?

We will act as **your** Agent when sourcing a policy to meet your demands & needs **and** when placing the insurance. We will also act as **your** Agent when we assist in handling any claim you may make.

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

No fee is charged for the arrangement of your insurance policy or subsequent amendments.

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

Commercial customers are entitled to disclosure on request of the amount of commission earned on their policies.

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### 6. Who Regulates Us?

Insync Insurance Solutions Limited is an appointed representative of E Coleman & Co Limited which is authorised and regulated by the Financial Conduct Authority. E Coleman & Co Limited's FCA Register number is 306919. You can check this on the FCA's Register at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

E Coleman & Co Limited's permitted business includes advising, arranging, dealing in and assisting with the placing and administration of all types of General Insurance policies and credit broking.

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### 7. What to do if you have a complaint?

Our aim is to provide a first class service, however, if you wish to register a complaint, please contact us:

...**in writing** to Complaints Manager, Insync Insurance Solutions Limited, 8 Albany Park, Cabot Lane, Poole, Dorset, BH17 7AZ

... **by phone** Telephone 01202 647400 ... **by email** [complaints@insyncinsurance.co.uk](mailto:complaints@insyncinsurance.co.uk)

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

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### 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 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.

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

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