



About our insurance services

The Financial Services Authority (FSA) is the independent watchdog that regulates financial services. It requires us to give you this document. Please use this document to decide if our services are right for you.

Russell Scanlan Limited operate from Wellington House 15 Wellington Circus Nottingham NG1 5AJ

We are authorised and regulated by the Financial Services Authority and our FSA register number is 310282.

Our permitted business is to sell and administer general insurance.

You can check this information 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

The Service we will provide you with.

We offer advice usually from a fair market analysis, but for specific risks this may be a limited number of insurers or even a single insurer. You will be informed which is applicable.

We will advise and make a recommendation for you after we have assessed your needs.

What will you have to pay us for this service?

The insurer normally pays for our services but if a fee is to be charged we will inform you in advance.

What to do if you have a complaint.

Should you need to complain, please contact Mr A Jenkins at the above address. Should we be unable to satisfy your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service.

Financial Services Compensation Scheme.

We are covered by the Financial Services Compensation Scheme (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 is available from the FSCS.

Terms of Business.

You will be provided with a copy of our Terms of Business Agreement (TOBA) to provide you with further detailed information.