



## **About our insurance services**

**Travel Insurance Plus Head Office 41 Gay Street, Bath, BA1 2NT**

### **1. The Financial Services Authority (FSA)**

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

### **2. Whose products do we offer?**

We only offer products from a single insurer. Europ-Assistance as we have researched the market and believe that this is a competitive Policy offering good cover at excellent rates.

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

You will not receive advice or recommendation from us. You will need to make your own choice about how to proceed.

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

We do not charge any additional service or administrations fees.

### **5. Who regulates us?**

Travel Insurance Plus is a trading name of Morgan Brokers Ltd, 41 Gay Street, Bath. BA1 2NT who are authorised and regulated by the Financial Services Authority. Our FSA Registration number is **309466**.

Our permitted business is to advise on, recommend and arrange contracts of general insurance.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on:

**0845 606 1234.**

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

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

**...in writing** To: The Compliance Manager, Morgan Brokers Ltd. 41, Gay Street, Bath. BA1 2NT

**...by phone** Telephone: The Compliance Manager **01225 429 471** (main switchboard)

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 upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without upper limit.

**Further information about compensation scheme arrangements are available from the FSCS.**