

Quadris Insurance Brokers Ltd, Tannery House, Tannery Lane, Send, WOKING, GU23 7EF

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?**

We offer products from a range of insurers for building and contents, motor, travel, uninsured loss recovery and a range of commercial insurance contracts
We can only offer products from a limited number of insurers
We only offer products from a single insurer.

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

We will advise and make recommendations for you after we have assessed your needs for building and contents, motor, travel, uninsured loss recovery and a range of commercial insurance contracts
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.

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

A fee of £10.00 in respect of mid-term cancellations, replacement policy documents and dishonoured cheques.
If you wish to pay your premium by credit card we make a charge of 1.5% of the total premium.
No fee

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

5. **Who regulates us?**

Quadris Insurance Brokers Ltd, Tannery House, Tannery Lane, Send, WOKING, GU23 7EF is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 487213.

Our permitted business is advising on and arranging general insurance business, including building and contents, motor, travel, uninsured loss recovery and a range of commercial insurance contracts.

You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0845 606 1234.

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

If you wish to register a complaint, please contact:

In writing: Write to Mr B Hook, Quadris Insurance Brokers Ltd, Tannery House, Tannery Lane, Send, WOKING, GU23 7EF

By phone: Telephone Mr B Hook on 0208 1441271

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 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.