About HomeServe's Services

1. Whose products do we offer?

   We only offer products from Inter Partner Assistance SA for Home Emergency Insurance, UK General Insurance Limited on behalf of Ageas Insurance Limited for Electrical Appliance Insurance, Ultimate Insurance Solutions Ltd for Home Accident Insurance or Family Legal Protection, Groupama Insurance Company Limited for Key Recovery and Replacement Insurance, Royal & Sun Alliance for Buildings and Contents Insurance.

2. Which service will we provide you with?

   If you apply for this cover online, you will not receive advice or a recommendation from us. You will need to make your own choice about how to proceed based on the information provided. If you apply for this cover by telephone, we will tell you what service we offer during the call.

3. Who regulates us?

   HomeServe Membership Ltd, Cable Drive, Walsall, West Midlands, WS2 7BN is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 312518.

   Our permitted business is advising on and arranging general insurance products.

   You can check this 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 (call rates may vary).

4. What to do if you have a complaint

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

   in writing FREEPOST RLYC-LXAL-GEEH, Customer Relations Department, HomeServe Membership Ltd, Cable Drive, Walsall, WS2 7BN

   by phone Telephone: 0800 24 7 999

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

5. 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.

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