

About HomeServe's Services

We would like to make you aware of our services.

1. Whose products do we offer?

HomeServe is an insurance intermediary and only offer products from Aviva Insurance Limited for Home Emergency Insurance, Fortegra Europe Insurance Company Limited for Appliance Insurance, West Bay Insurance PLC for Home Accident Insurance and Royal & Sun Alliance for Buildings and Contents Insurance.

2. Which service will we provide you with?

You will not receive advice or a recommendation from us. We have provided you with product information enabling you to make your choice about how to proceed.

3. What's our relationship with the Insurer?

The insurer of this policy is Aviva Insurance Limited. When we arrange and administer the policy we act on their behalf and the insurer pays us a percentage commission from the total premium. The insurer may also pay us a share of profits.

4. Who regulates us?

HomeServe Membership Limited, Cable Drive, Walsall WS2 7BN is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 312518. Our permitted business is arranging general insurance and credit broking activities. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register.

5. What to do if you have a complaint

If you wish to register a complaint, you can:

Write to us at Freepost RLYC-LXAL-GEEH, Customer Relations Department, HomeServe, Cable Drive, Walsall WS2 7BN (don't forget to mention your policy number)

Call us on 0330 0247 999

If we can't resolve your complaint, you may be entitled to refer it to the Financial Ombudsman Service (www.financial-ombudsman.org.uk). We will provide you with the information you need to refer your complaint.

6. Are we covered by the Financial Services Compensation Scheme (FSCS)?

Both the Insurer and HomeServe are covered by the Financial Services Compensation Scheme (FSCS). The FSCS is a safety net for customers if we or the underwriter are unable to meet our liabilities. You may be entitled to compensation in these circumstances depending on the details of any claim. If entitled to compensation you would be covered for 90% of the claim, without any upper limit. Further information about the scheme arrangement is available from the FSCS.