

# About HomeServe's services

## 1. Whose products do we offer?

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers.
- 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, Zenith Insurance plc for Home Accident Insurance, Ageas Insurance Limited for Key Recovery and Replacement Insurance and Royal & Sun Alliance for Buildings and Contents Insurance.

## 2. Which service will we provide you with?

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

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768 (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, 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.