



about our insurance services

Aegis Insurance Consultants Ltd

Swan Court
2 Perrotts Road
Haverfordwest
Pembrokeshire
SA61 2HD

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 offer products from a range of insurers for Pure Protection Insurance Contracts. (Mortgage protection, Level Term Assurance and Permanent Health Insurance)
- We only offer products from a limited number of insurers
- We only offer our own products

3. 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 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:
- No fee will be charged. We will, however, be paid a commission by the product provider.

5. Who regulates us?

Aegis Insurance Consultants Ltd, who's head office and registered office is situated at 38 Dimond Street, Pembroke Dock, Pembrokeshire, SA72 6BT is authorised and regulated by the Financial Services Authority. Our FSA Register number is 305469.

Aegis Insurance Consultants Limited's permitted business is advising on and arranging non-investment insurance contracts. 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.

6. What to do if you have a complaint

Our aim is to provide you with an efficient professional service at all times. However, we accept that sometimes things can go wrong and we would rather be told about any difficulties than have a dissatisfied client. All complaints received are recorded, together with a note of their outcome and we endeavour to learn from our mistakes. Please always quote the details of your policy in all communications (your surname and initials, postcode, policy number, claim number, file reference, etc). Should you have any cause for complaint regarding the marketing or administration of this insurance, or any aspect of our service, please contact

...in writing Write to Aegis Insurance Consultants Ltd, (Complaints Department, 38 Dimond Street, Pembroke Dock, Pembrokeshire, SA72 6BT

...by phone Telephone (01646 683313) asking for the complaints department

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Full details of our complaints procedure is available on request.

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