



## about our insurance services

Nurseryplan

7<sup>th</sup> Floor Silkhouse Court  
Tithebarn St  
Liverpool, L2 2 LZ

### 1. The Financial Services Authority (FSA)

The FSA 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
- We only offer products from a limited number of insurers. Ask us for a list of the insurers we offer insurance from.
- We only offer products from British Insurance. We offer short term income protection insurance.

### 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 will provide details of the policy cover you will then need to make your own choice about how to proceed.

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

#### Insurance

- A fee
- No fee is payable for short term income protection insurance. We will be paid by commission from the provider

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

## **5. Who regulates us?**

Nurseryplan is authorised and regulated by the Financial Services Authority. Our FSA Register number is 302792

Our 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](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

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

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

In writing: Write to: Nurseryplan, 7<sup>th</sup> Floor Silkhouse Court, Tithebarn St, Liverpool L2 2LZ

By phone: Telephone: 0845 262 6161

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 90% of the claim without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100%, without an upper limit.

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