



about our service.



**This document lists key facts relating to the service that we offer to our Customers.**

**Who regulates you?**

SportsCover Direct is authorised and regulated by the Financial Services Authority (FSA - firm number is 309959). The FSA is the independent watchdog that regulates all financial services.

**How can I check your status?**

You can check that a firm is authorised by looking at the FSA register on the FSA website at [www.fsa.gov.uk/consumer](http://www.fsa.gov.uk/consumer) or by calling the FSA Consumer Helpline on 0845 601234.

**Who is SportsCover Direct?**

SportsCover Direct Limited is an Insurance Intermediary wholly independent of any Insurance company. Our address for correspondence is 29 Great George Street, Bristol BS1 5QT. Tel: 0845 120 6400, Fax: 0845 120 6401, email: [info@sportscover.co.uk](mailto:info@sportscover.co.uk).

**What range of policies do you offer?**

We offer Insurance policies from one insurer which we have developed and are unique to us.

**What type of service do you provide?**

You will not receive advice or recommendation from us. We may ask some questions to narrow down the selection of product options that we will provide details on. You will then need to make your own choice about how to proceed.

**Will you charge a fee for your services?**

All the prices we quote for Insurance Policies are inclusive of local Tax and we do not charge fees. If you ask us to vary a policy after purchase or to cancel certain types of policy we reserve the right to charge a reasonable fee under certain circumstances. Our Terms and Conditions contain more details.

**How do I make a complaint?**

If you would like to complain about our products or service please write to us and address your correspondence to the Managing Director. We will do our best to resolve the problem. Should you remain dissatisfied and wish to make a further complaint you can do so at any time by referring the matter to the Complaints Department at Lloyd's. Their address is: - Complaints Department, Lloyd's, One Lime Street, London EC3M 7HA Tel: 020 7327 5693, Fax: 020 7327 5225, e-mail: [complaints@lloyds.com](mailto:complaints@lloyds.com).

**What if I remain dissatisfied?**

Complaints that cannot be resolved by either us or the Complaints Department at Lloyds may be referred to The Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Wall, London E14 9SR. Further details will be provided at the appropriate stage of the complaints process.

**Are you 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 to you. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim, without any upper limit. Further information about compensation Scheme arrangements is available from the FSCS on Tel: 020 7892 7300 or from their web site at [www.fscs.org.uk](http://www.fscs.org.uk).