

1. The Financial Conduct Authority (FCA)

The FCA 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 / providers for Private Medical Insurance and Cash Plans.
- ☒ We only offer products from a limited number of insurers for Travel insurance and Dental Insurance. Ask us for a list of Insurers we offer insurance from.
- ☐ We only offer products from a single insurer.

3. Which service will we provide you with?

- ☒ We will advise and make a recommendation for you after we have assessed your need for Private Medical Insurance, Dental Insurance, Travel Insurance and Cash Plan requirement.
- ☐ You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products 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 this service?

- ☐ A Fee.
- ☒ No Fee for advising on and arranging Private Medical Insurance, Dental Insurance, Travel Insurance and Cash Plan.

5. Who regulates us?

Cransford is a trading name of Insure I Ltd, 21 Old Channel Road, Channel Wharf, Belfast, BT3 9DE and is authorised and regulated by the Financial Conduct Authority. Our Financial Services Registration Number is 505225.

We have permissions to advise on and arrange Insurances such as Private Medical Insurance, Dental Insurance, Travel Insurance and Cash Plans.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

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

In writing to: Dispute Resolution Manager, Cransford, 21 Old Channel Road, Channel Wharf, Belfast, BT3 9DE

By telephone to: 028 9073 5207

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. You can find further details at www.financial-ombudsman.org.uk.

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 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