

About Our Insurance Service

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.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer; Groupama Insurance Company Limited for Vehicle Breakdown Insurance and from Wisecall Claims Assistance Ltd for Legal Expenses 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 for Vehicle Breakdown cover or Legal Expenses Insurance. We may ask 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.

Legal Expenses Insurance is provided free of charge as part of Wisecall Assistance Ltd's accident management service and we reserve the right to withdraw it at any time, notifying you immediately.

4. What will you have to pay us for this service?

- A fee.
- No fee for arranging Vehicle Breakdown Insurance or Legal Expenses Insurance.
You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

startrescue.co.uk is administered by Call Assist Ltd, Axis Court, North Station Road, Colchester, Essex, CO1 1UX. Authorised and regulated by the financial services authority. FSA registration number 304838.

Our permitted business is arranging with a view to transactions, arranging (bringing about), advising on, dealing as an agent in and assisting in the administration and performance of 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

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

- ... in writing Write to startrescue.co.uk c/o Call Assist Ltd, Axis Court, North Station Road, Colchester, Essex, CO1 1UX
- ... by email enquiries@startrescue.co.uk
- ... by phone Telephone 0845 437 9690

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 Financial Services Compensation Scheme (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.

For claims against the insurers, 90% of the insurance claim is covered, with no upper limit.

For further information visit www.FSCS.org.uk.