

About Our Insurance Service

Our Company

startrescue.co.uk is a trading name of Call Assist Limited. We provide affordable products to suit the requirements of motorists and homeowners.

The Financial Conduct Authority (FCA)

The FCA 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.

Which service will you receive from us?

You will not receive advice or a recommendation from us for Vehicle Breakdown Insurance or Home Emergency 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.

Additional notes:

Legal Expenses Insurance is provided free of charge as part of DAS Legal Insurance service for Vehicle Breakdown Insurance and we reserve the right to withdraw it at any time, notifying you immediately.

Whose products will we offer you?

We only offer products from single insurers.

We offer the following products from the following insurers:-

- Ageas Insurance Limited for Vehicle Breakdown Insurance
- DAS Legal Expenses Insurance Company Limited for Legal Expenses Insurance
- AmTrust Europe Limited for Home Emergency Insurance for policies with an inception date up to and including 31st March 2019
- Royal & Sun Alliance Insurance plc for Home Emergency Insurance for policies with an inception date of 1st April 2019 onwards.

What will you have to pay us for our service?

You will not be charged a fee by us for arranging Vehicle Breakdown Insurance, Legal Expenses Insurance or Home Emergency Insurance.

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

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 Conduct Authority. FCA 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 FCA's Register by visiting the FCA's website register.fca.org.uk or by contacting the FCA on 0845 606 1234.

What should you 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 01206 655 000

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. For further information visit www.financial-ombudsman.org.uk

Are we covered by the Financial Services Compensation Scheme?

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 compulsory classes of insurance, insurance arranging is covered for 100% of the claim, without any upper limit.

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

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