

# About our insurance service



Alan & Thomas Insurance Brokers Ltd

314–316 Bournemouth Road, Poole, BH14 9AP

## 1. The Financial Conduct Authority (FCA)

The FCA is the independent body that regulates financial services. Use this information to decide if our services are right for you.

## 2. Whose products do we offer?

We only offer a product from a single insurer, Canopus Managing Agents Ltd, for small marine craft insurance purchased via our website.

## 3. Which service will we provide you with?

You will not receive any advice or recommendation from us for this small marine craft insurance. You will need to make your own decision regarding the suitability of any policy of insurance purchased.

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

We normally receive a commission from the insurer with whom we place your business and this is expressed as a percentage of the insurance premium.

## 5. Who Regulates Us?

Alan & Thomas Insurance Brokers Ltd (314 – 316 Bournemouth Road, Poole) is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 304239. You can check this on the Financial Services Register by visiting the FCA's website at <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

Our permitted business includes advising, arranging, dealing in and assisting with the placing and administration of all types of General Insurance and Pure Protection policies.

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

Our aim is to provide a first class service, however, if you wish to register a complaint, please contact us:

**...in writing** Write to Angela Lacey

Alan & Thomas Insurance Brokers Limited  
314 – 316 Bournemouth Road  
Poole  
BH14 9AP

**... by phone** 01202754900

**... by email** [angela.lacey@alan-thomas.co.uk](mailto:angela.lacey@alan-thomas.co.uk)

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. - <http://www.financial-ombudsman.org.uk/>

## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

If we are unable to meet our obligations, you may be entitled to compensation from the FSCS.

If we have advised or arranged insurance for you this will be covered for 90% of a claim, without any upper limit, however claims under compulsory insurance, professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder are protected at 100%.

Further information is available from the FSCS helpline on 0800 678 1100 or 020 7741 4100 and [www.fscs.org.uk](http://www.fscs.org.uk). Further information about compensation scheme arrangements is available from the FSCS.