

About our travel insurance services



Insurancebookers Limited
140 Aldersgate Street
London EC1A 4HY
England

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 only offer products from Chartis Insurance UK Limited for non-investment insurance contracts in relation to travel insurance.

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs for travel insurance.
- You will not receive advice or recommendation from us for travel insurance. We may ask some 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.

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

- A fee
- No fee
- You will receive a quotation, which will tell you about any other fees relating to a particular insurance policy.

5. Who regulates us?

Insurancebookers Limited is an appointed representative of Chartis Insurance UK Limited, The Chartis Building, 58 Fenchurch Street, EC3M 4AB, England which is authorised and regulated by the Financial Services Authority, FSA Register number 202628.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register.

6. Ownership

Insurancebookers Limited is a wholly owned subsidiary of ebookers Limited.

7. What to do if you have a complaint

If you wish to register a complaint-

In regards to sales, please contact:

...in writing Customer Services Manager, Insurancebookers.ie, 140 Aldersgate Street, London, EC1A 4HY England
...by phone (00353) 01 488 3506
...by email enquiries@insurancebookers.ie

In regards to a claim, please contact:

...in writing Customer Care Manager, Travel Guard, PO Box 2157, Shoreham by Sea, West Sussex, BN43 9DH England
...by phone 00800 7376 5356
...by email uk.claims@travelguard.com

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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

We are covered by the FSCS. If we cannot meet our financial obligations you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim.

For insurance required by law, 100% of your claim is covered, without any upper limit. For all other types of insurance, 90% of your claim is covered, without any upper limit. Further information about the compensation scheme arrangements is available at www.fscs.org.uk, and on +44 (0) 207 892 7300.