

## Important Information about our insurance services

British Gas Services Limited, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD

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### 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.
- ☐ We only offer products from a limited number of insurers. Ask us for a list of insurers we offer insurance from.
- ☒ We only offer Financial Services products from British Gas Insurance Limited.

### 3. Which services 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. 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. We represent you and not the insurer for the sale of insurance products.

### 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 any particular insurance policy. British Gas Services Limited gets paid commission from the insurer, which is made up of a percentage of the premium.

### 5. Who regulates us?

British Gas Services Limited is authorised and regulated by the Financial Conduct Authority. Our Financial Services register number is 490568.

Our permitted business is the sale and administration of general insurance contracts.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768, and from abroad on +44 207 066 1000.

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

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

... **by live chat** at [britishgas.co.uk/complaints](http://britishgas.co.uk/complaints)

... **by phone** 0333 200 8899\*

... **in writing** Services Customer Relations, PO Box 699, Winchester, SO23 5AR

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 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.

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.

\*We may record calls to help improve our service to you. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

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