

Gemini House  
Hargreaves Road  
Swindon  
SN25 5AJ

### Grovelawn Insurance Services Limited t/a CheapTravelInsurance.com

#### 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 can only offer products from a limited number of insurers. Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

#### 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. 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 in relation to any particular insurance policy.

#### 5. Who regulates us? [Note 16]

Grovelawn Insurance Services Limited of Gemini House, Hargreaves Road, Swindon SN25 5AJ is authorised and regulated by the Financial Services Authority. Their FSA Register number is 502325. Our permitted business is insurance mediation services. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

#### 6. Ownership

We are neither owned directly or indirectly by an insurance company.

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

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

... **in writing:** Write to CheapTravelInsurance.com, Grovelawn Insurance Services Limited, Gemini House, Hargreaves Road, Swindon, SN25 5AJ

... **by phone:** Telephone Number: 08450 264 264 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 Financial Services Compensation Scheme (FSCS). You may be able to get money from the scheme if we cannot meet our financial responsibilities. A claim under this contract of general insurance is covered for 100% of the first £2,000 and 90% of the rest of the claim with no upper limit. Further information about compensation scheme arrangements is available from the FSCS.