
**Lloyds TSB Insurance Services Limited,
PO Box 1504, 80 Holdenhurst Road, Bournemouth, BH8 8YG**

1 The Financial Services Authority (FSA)

The FSA 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 for home insurance.
- We only offer a product from Lloyds TSB General Insurance Limited for Home Insurance.

3 What will you have to pay 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.

4 Who regulates us?

Lloyds TSB Insurance Services Limited, Tredegar Park, Newport, South Wales, NP10 8SB is authorised and regulated by the Financial Services Authority. Our FSA register number is 310738

Our permitted business is arranging general insurance contracts.

You can check this on the FSA's register by visiting FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

5 Ownership

Lloyds TSB Insurance Services Limited and Lloyds TSB General Insurance Limited are wholly owned subsidiaries of Lloyds TSB Bank plc, which is itself a wholly owned subsidiary of Lloyds TSB Group plc.

6 What if you have a complaint

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

- ... **in writing** Write to: Customer Care, The Connect Centre, Kingston Crescent, Portsmouth, PO2 8QL.
- ... **by phone** Telephone: 0845 602 5834

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 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.