

Key Facts about our insurance services – NDI Insurance Brokers (UK) Limited

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?

Insurance

- We offer products from a range of insurers for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Commercial Insurance of all types, Accident Sickness and Unemployment Insurance, Private Medical Insurance.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer.

3. Which service will we provide you with?

Insurance

- We will advise and make a recommendation for you after we have assessed your needs for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Commercial Insurance of all types, Accident Sickness and Unemployment Insurance, Private Medical Insurance.
- 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 for Term Assurance, Mortgage Protection Insurance, Critical Illness Insurance, Income Protection Insurance, Buildings Insurance, Contents Insurance, Commercial Insurance of all types, Accident Sickness and Unemployment Insurance, Private Medical Insurance.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

NDI Insurance Brokers (UK) Limited is an appointed representative of NDI Insurance & Reinsurance Brokers Limited, 9th Floor, Norfolk Tower, 48-52 Surrey Street, Norwich, NR1 3PA. NDI Insurance & Reinsurance Brokers Limited is authorised and regulated by the Financial Conduct Authority. NDI Insurance & Reinsurance Brokers Limited's FCA Register Number is 446914.

Our permitted business is advising on and arranging Non Investment Insurance.

You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

If you wish to register a complaint please contact us in writing at The Managing Director, NDI Insurance & Reinsurance Brokers Limited, 9th Floor, Norfolk Tower, 48-52 Surrey Street, Norwich, NR1 3PA. Or by telephone on 01603 677790.

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

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.