



ABOUT OUR INSURANCE SERVICE

MICHAEL PAVEY LTD T/A PAVEY GROUP
PAVEY GROUP incorporating Rodney Bennett Insurance Services
PAVEY GROUP incorporating KH Financial Services

1. The Financial Services Authority

The FSA is an independent watchdog that regulates financial services. It requires us to give you certain information, some of which is contained within this document. You should use this document to help you decide if our services are right for you.

2. Whose products do we offer?

Your quotation for Professional Indemnity Insurance has been provided on the basis of a single provider of the market.

3. Which service will we provide you with?

We will advise and make a recommendation for you after we have assessed your needs. We will advise you on what basis our recommendation is made. Whilst we are selective in the use of insurers, we regret that we cannot provide any guarantees regarding security of the insurer market. We will act as your agent when advising, arranging, or administering your insurance policy or claim. We will act as the Insurer's agent for the purpose of collecting insurance premiums.

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

We will provide you with full details of any charges we may make prior to incurring them. We normally receive a commission from the Insurer with whom we place your business, where we charge an arrangement fee in addition, we will make you aware of any fees prior to incurring them.

You will receive a specific quotation, which will tell you about any other fees relating to your particular insurance policy, and full details are contained in our published Terms of Business, a copy of which is enclosed.

You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business.

5. Who Regulates Us?

Michael Pavey Ltd of Berwyn House, 70-72 Abbey Road, Torquay TQ2 5NH is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 308106. Our permitted business is:-

- Advising on non-investment insurance contracts
- Arranging non-investment insurance contracts
- Assisting you in arranging non-investment insurance contracts
- Dealing as an agent in non-investment insurance contracts
- Assisting in the administration and performance of a non-investment insurance contract

You can check this information on the Financial Services Authority's Register by visiting their website at www.fsa.gov.uk/register or by contacting the Financial Services Authority on 0845 606 1234.

6. What to do if you have a complaint?

Our aim is to provide a first class service, however, if you wish to register a complaint, please contact us:-

.....in writing Write to Complaints Manager
 Pavey Group
 Berwyn House
 70-72 Abbey Road
 Torquay
 TQ2 5NH

.....by phone Telephone 01803 401010

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Services. For further information about our Complaints process, please refer to our Terms of Business.

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

We are covered by the Financial Services Compensation Scheme (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, with no upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, with no upper limit. Further information about compensation scheme arrangements is available from the FSCS on 020 7892 7300 or the website: www.fscs.org.uk.