

keyfacts

about our insurance services



Suffolk ACRE Services Ltd.,
Suffolk House, 2, Wharfedale Road,
Ipswich, Suffolk IP1 4JP

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 only offer products from a limited number of insurers.
Ask us for a list of insurers we offer insurance from.
- We can only offer products from Zurich Municipal Insurance for non-investment insurance.

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs for non investment insurance contracts.
- 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 this service?

- A fee.
- No fee for non-investment insurance contracts.

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

5. Who regulates us?

Suffolk ACRE Services Ltd., Suffolk House, 2, Wharfedale Road, Ipswich, Suffolk IP1 4JP.

Suffolk ACRE Services Ltd. is authorised and regulated by the Financial Services Authority.

Our FSA Register number is 313794.

Our permitted business is non investment insurance contracts.

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

6. Ownership

Suffolk ACRE Ltd. owns 100% of the share capital.

Suffolk ACRE Ltd. is a registered Charity number 1062038 and a company limited by guarantee, number 3330270.

7. What to do if you have a complaint

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

... in writing Write to Suffolk ACRE Services Ltd., Suffolk House, 2, Wharfedale Road,
Ipswich, Suffolk IP1 4JP

... by phone 01473 242500

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 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 the compensation scheme arrangements is available from the FSCS.