

## Initial Disclosure Document

Warranty Administration Services Ltd  
Otogo House  
Crofton Road  
Lincoln  
LN3 4NL



### 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 product 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 only offer products from a single insurer.

### 3. Which service will we provide you with?

- We will advise and make a recommendation to 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 relating to any particular insurance policy.

### 5. Who regulates us?

Warranty Administration Services Ltd is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 307050.

Our permitted business is arranging general insurance contracts.

You can check 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. What to do if you have a complaint?

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

**...in writing** Write to Warranty Administration Services Ltd, Otogo House, Crofton Road, Lincoln, LN3 4NL.

**...by phone** 0870 756 0348

If you cannot settle your complaint with us, you may refer to the Insurers. Complaints that cannot be resolved by the Insurer may be referred to the Financial Ombudsman Scheme.

### 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 remainder of the claim, without any upper limit.

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