

# About our Service for Protection Insurance

This web site is operated by Alliance Internet Ltd.

You may contact Alliance Internet Ltd at :-

Alliance Internet Ltd,  
Tudor Cott, Macclesfield Road,  
Holmes Chapel,  
Cheshire,  
CW4 8AL

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

You will not receive advice or any 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.

## **3. Whose products do we offer?**

For Protection Insurance (i.e. life insurance, mortgage life insurance, critical illness insurance and family income benefit insurance), we collect your data via the data collection form which we then pass on to Click Financial Ltd trading as Click.

Click are able to compare and offer products from a range of insurers and will come back directly to you on the terms they obtain. So by going through us you will have protection insurance compared and offered from a limited number of insurers.

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

Nothing. We do not charge a fee.

## **5. Who regulates us?**

Alliance Internet Limited is an Introducer Appointed Representative of Click Financial Ltd, Click House, Bear Lane, Farnham, Surrey, GU9 7LG who are authorised and regulated by the Financial Services Authority.

Click Financial's FSA Register number is 311877.

Alliance Internet Limited can be found on the FSA register as an Introducer Appointed Representative under FSA register number 429158.

Click Financial's permitted business is insurance mediation (non-investment contracts).

You can check this 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 Feedback at Alliance Internet Ltd, Tudor Cott, Macclesfield Road, Holmes Chapel, Cheshire, CW4 8AL

**... by phone.** Telephone 01477 535920

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.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

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