



about our insurance services



MPI Brokers
West House
West Street
Haslemere
Surrey
GU27 2AB

1. The Financial Services Authority (FSA)

The FSA 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?

- We offer products from a range of insurers
- 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
- We only offer our own products for Travel Insurance and Car Breakdown

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs
- You will not receive advice or a recommendation from us for Travel Insurance or Car Breakdown. 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 Travel Insurance or Car Breakdown

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

5. Who regulates us?

Michael Pettifer Insurance Brokers Ltd, trading as MPI Brokers, West House, West Street, Haslemere, Surrey GU27 2AB is authorised and regulated by the Financial Services Authority. Our FSA Register number is 308481

Our permitted business is advising on and arranging insurances.

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

No Insurer owns any shares in MPI Brokers

7. What to do if you have a complaint

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

In writing MPI Brokers,
West House,
West Street,
Haslemere,
Surrey
GU27 2AB

By Telephone 0845 180 0065

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service by following the complaints procedure in the policy wording.

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.