

# about our insurance services

Money Matters Financial Solutions Ltd

5 Park Street  
Weymouth  
Dorset  
DT4 7DQ

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## 1. The Financial Conduct Authority (FCA)

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The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

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## 2. Whose products do we offer?

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- We offer products from a range of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover
- We only offer products from a limited number of insurers for non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover
- We only offer products from a single insurer.

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

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- 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 non-investment insurance contracts covering pure protection such as term assurance, income protection and critical illness cover

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## 4. What will you have to pay us for this service?

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- A fee of £199.00 for non-investment insurance contracts such as term assurance, income protection and critical illness cover
- No fee for non-investment insurance contracts such as term assurance, income protection and critical illness cover subject to minimum premium

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

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## 5. Who regulates us?

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Money Matters Financial Solutions Ltd, 5 Park Street, Weymouth, Dorset, DT4 7DQ is authorised and regulated by the Financial Conduct Authority. Our FSA Register number is 507382.

Our permitted business is to provide investment advice and arrange life assurance, pensions, collective investments (e.g. unit trusts, investment trusts and OEICs), individual savings accounts, Mortgages and general insurance.

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You can check this on the FCA's Register by visiting the FCA's website [www.fca.gov.uk/register/home.do](http://www.fca.gov.uk/register/home.do) or by contacting the FCA on 0845 606 1234.

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## **6. What to do if you have a complaint**

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

... in writing      Write to Money Matters Financial Solutions Ltd, 5 Park Street, Weymouth, Dorset, DT4 7DQ

... by phone      Telephone 01305 770650

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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

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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 90% 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 the compensation scheme arrangements is available from the FSCS.