



## about our insurance services

### The Mortgage Gallery Limited

8 Millers Walk  
Ravenstone  
Leicestershire  
LE67 2BZ

#### 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 the 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 for you after we have assessed your needs.
✓	You will not receive advice or a recommendation from us for Life and Critical Illness cover. 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 Life and Critical Illness cover

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

#### 5. Who regulates us?

The Mortgage Gallery Limited, 8 Millers Walk, Ravenstone, Leicestershire, LE67 2BZ is authorised and regulated by the Financial Services Authority. Our FSA Register number is 300894.

Our permitted business is advising on and arranging mortgages and non-investment insurance business.

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: The Mortgage Gallery Limited, Complaints Department, 8 Millers Walk, Ravenstone, Leicestershire, LE67 2BZ

...by phone                      Telephone: 01530814391

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 £2000 and 90% of the remainder of the claim, without upper limit.

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