

**keyfacts**®

## about our insurance services



Euroferries Limited  
The Ferry Terminal  
Ramsgate Royal Harbour  
Kent  
CT11 9FT

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### 1. The Financial Services Authority (FSA)

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The FSA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

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### 2. Whose products do we offer?

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- We offer products from a range of insurers.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer, AIG UK Limited, for travel insurance. Please note that from 1<sup>st</sup> December 2009 AIG UK Limited will be known as Chartis Insurance UK Limited.

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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 travel insurance. 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 on how to proceed.

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

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- A fee
- No fee for travel insurance

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### 5. Who regulates us?

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Euroferries Limited is an appointed representative of Braddons Limited, 3 Beer Cart Lane, Canterbury, Kent CT1 2NY. Braddons Limited are authorised and regulated by the Financial Services Authority (FSA Registered number 312399).

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.

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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 relation to the sale of this policy:***

In writing... The Customer Service Manager, AIG Travel Assist, PO Box 2157, Shoreham by Sea, West Sussex BN43 9DH  
By phone... 0845 604 2373  
By e-mail... [euroferriestravelinsurance@aig.com](mailto:euroferriestravelinsurance@aig.com)

***In relation to claims:***

In writing... The Customer Care Manager, Euroferries Claims Department, PO Box 2157, Shoreham by Sea, West Sussex BN43 9DH  
By telephone... 0845 603 9892  
By e-mail... [travelassistclaims@aig.com](mailto:travelassistclaims@aig.com)

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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The Insurer is 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 limits.

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