



## about our insurance services

### Leisure Guard Insurance

Lakeview House  
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Billericay, Essex  
CM12 0EQ  
T: 01275 473250



[info@leisureguardinsurance.co.uk](mailto:info@leisureguardinsurance.co.uk)  
[www.leisureguardinsurance.com](http://www.leisureguardinsurance.com)

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### 1. The Financial Conduct Authority (FCA)

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The FCA 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 can offer products from a range of insurers.
- We can only offer products from a limited number of insurers.
- We can only offer products from a single insurer: for Travel, Gadget, Vehicle Hire Excess insurance; for Pet, Bird, Horse, Horse Rider, Trailer Hire, Fishing, Boat, Golf, Cycle, Musical Instrument, Camera, Touring/Static Caravan & Camping, Student insurance; and for Buildings & Contents insurance.

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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, Gadget, Vehicle Hire Excess, Pet, Bird, Horse, Horse Rider, Trailer Hire, Fishing, Boat, Golf, Cycle, Musical Instrument, Camera, Touring/Static Caravan & Camping, Student or Buildings & Contents insurance. We may ask question 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.

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

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- A fee
- No fee for Travel, Gadget, Vehicle Hire Excess, Pet, Bird, Horse, Horse Rider, Trailer Hire, Fishing, Boat, Golf, Cycle, Musical Instrument, Camera, Touring/Static Caravan & Camping, Student or Buildings & Contents insurance.

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

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Leisure Guard and Leisure Guard Insurance are trading styles of Business Brokers Limited. Business Brokers Limited, Belvedere House, Bristol Airport, BS48 3DP is authorised and regulated by The Financial Conduct Authority (FCA). Our Financial Services Register number is 305594.

Our permitted business is insurance mediation.

You can check this on the Financial Services Register by visiting the FCA's website <https://www.fca.org.uk/firms/financial-services-register> or by contacting the FCA on 0800 1116768.

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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 Complaints Officer, Business Brokers Ltd, Belvedere House, Bristol Airport. BS48 3DP

**...by phone**

Telephone 01275 473250

If you cannot settle your complaint with us, you may be entitled to refer 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.

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