

About Us

This is our initial disclosure document. This is important information which you should read to decide if our services are right for you.

▶ **Who are we?**

Loyal Insurance Services Limited, trading as Insurance 2 Go, registered address 97 Meneage Street Helston Cornwall TR13 8RE

▶ **What is our Statutory Status?**

Loyal Insurance Services Limited is trading as Insurance 2 Go which is authorised and regulated by the Financial Services Authority (FSA).

Loyal Insurance Services Limited's FSA Register number is 430316.

All the above information can be checked by visiting the FSA website at www.fsa.gov.uk/register. Alternatively, you can contact the FSA on Tel: 0845 606 1234.

▶ **Whose products do we offer?**

We choose to only offer mobile phone insurance underwritten by a single insurance undertaking – Lloyd's Syndicate 5820.

▶ **Which service will we provide you with?**

You will not receive advice or recommendation from us for mobile phone insurance. We do however provide you with information to help you make your own choice about how to proceed.

▶ **What do I do if I have a complaint?**

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

- ▶ **In writing:** Insurance 2 Go, PO Box 116, Ryde, PO33 2WX
- ▶ **By telephone:** 0870 428 0178

It is always the intention to provide you with a first class service when you make a claim. However, if you are not happy with the service please in the first instance write to the Managing Director of the Administrator. If you are not satisfied with the response you may then ask the Complaints Department at Lloyd's of London 1 Lime Street, London EC3M 7HA to review your case and ultimately you may contact the Financial Ombudsman Service South Quay Plaza, 183 Marsh Wall, London E14 9SR.

▶ **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. Insurance arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS, 7th Floor, Lloyds Chambers, Portsoken Street, London E1 8BN.