



# about our insurance services



Healthnet Services Ltd  
Bourne Gate  
25 Bourne Valley Road  
Poole  
BH12 1DY

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## 1. The Financial Services Authority (FSA)

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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.

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## 2. Whose products do we offer?

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We offer products from the whole of market for Private Medical Insurance, Term Assurance and Critical Illness Insurance.



We only offer products from a limited number of insurers.



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 for Private Medical Insurance, Term Assurance and Critical Illness Insurance.



You will not receive advice or a recommendation from us. 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.

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

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A fee



No fee for Private Medical Insurance, Term Assurance and Critical Illness Insurance.

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

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## 5. Who regulates us?

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Healthnet Services Ltd, Bourne Gate, 25 Bourne Valley Road, Poole, BH12 1DY. Telephone 08703 501805. Fax 08703 501806. Email – [info@healthnetservices.co.uk](mailto:info@healthnetservices.co.uk)

Healthnet Services Ltd is authorised and regulated by the Financial Services Authority and our FSA Register number is 312313. Our permitted business is arranging general insurance contracts. 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 writing**

Write to The Customer Relations Manager, Healthnet Services Ltd, Bourne Gate, 25 Bourne Valley Road, Poole, BH12 1DY

**... by phone**

Telephone: 08703 501 805

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Further information about this service is available on request.

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## 7. Are we covered by the Financial Services Compensation Scheme?

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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 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

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

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