



Harvington Services Limited  
9 Abbey Lane Court,  
Abbey Lane  
Evesham. WR11 4BY

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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 a range of insurers
- We only offer products from a limited number of insurers for commercial insurance

Ask us for a list of insurers we offer insurance from.

- We only offer products from Alpha Insurance A/S for Pet 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 Pet Insurance contracts

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 our services?

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- A fee of £20 for arranging and administering certain commercial insurance contracts
- No fee for arranging and administering Pet 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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Harvington Services Limited, Harvington House, 9 Abbey Lane Court, Abbey Lane, Evesham WR11 4BY is authorised and regulated by the Financial Services Authority. Our FSA Register number is 306401.

Our permitted business is advising, arranging and administering non-investment insurance products.

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 Ownership**

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Harvington Services is a member of the Harvington Group of companies and a wholly owned subsidiary of Harvington Holdings Limited

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## **7 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 Harvington Services Limited, Complaints Department, Harvington House, 9 Abbey Lane Court, Abbey Lane, Evesham, WR11 4BY

By phone Telephone 01386 442722

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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## **8 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 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

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

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