

# IMPORTANT CUSTOMER INFORMATION ABOUT OUR INSURANCE SERVICES

## **Explaining Our Service**

*Conflict Professional Limited are Appointed Representatives of Peter Hattersley & Partners Limited who are an Independent Insurance Intermediary authorised and regulated by the Financial Services Authority under number 307512. Our service is to act as an Introducer to Peter Hattersley & Partners Ltd. We are unable to offer advice, make recommendations or act in any other advisory capacity in relation to insurance products or services.*

## **Cancellation**

*Cancellation conditions will be detailed in the policy prospectus and/or wording issued by the insurers.*

## **Handling Client Money**

*We are not authorised to handle any client money in relation to insurance products and services.*

## **Your duty to give information**

*It is your responsibility to provide complete and accurate information at all times, both prior to quotation, during the policy period and at subsequent renewals. It is important to ensure that all statements you make either orally or otherwise are accurate and not misleading. Please note that if you fail to disclose any material information to your insurers, this could invalidate your insurance cover. The effect of such a non-disclosure could be that all or part of any claim may not be met. You are advised to keep copies of documentation in connection with insurance products and services for your own protection.*

## **Customer Protection Information**

*The Financial Services Authority (FSA) is the industry regulator of financial services business in the UK. Conflict Professional Limited are Introducer Appointed Representatives of Peter Hattersley & Partners Ltd who are authorised and regulated by the FSA to transact general insurance. Their FSA Register number is 307512. This can be verified by visiting the FSA website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by telephoning 0845 6061234.*

## **Professional Indemnity**

*Our principal for Insurance Services, Peter Hattersley & Partners Ltd conform to the mandatory requirements in relation to maintaining this Insurance.*

## **Financial Crime Prevention**

*We are obliged to take reasonable steps to safeguard our company, its clients and the industry against the risk of financial crime. To help us achieve this we may need to ask you to provide us with additional information relating to any transactions you ask us to undertake on your behalf.*

## **Complaints Procedure**

*It is our intention to provide you with a high level of customer service at all times. If you should wish to make a complaint regarding our insurance services please contact a Director by telephone on 0161 777 9160 or by writing to Peter Hattersley & Partners Ltd, Carrington Business Park, Carrington, Manchester M31 4DD.*

*We will acknowledge details of your complaint promptly and give you our response to your complaint at this time if we can. If it will take more time to deal with your complaint, we will advise you who is dealing with your complaint, and when you can expect to hear a fuller response. During the investigation process we shall ensure you are kept informed of progress you will receive a final written response within eight weeks. A copy of our complaints procedure is available upon request.*

*We are covered by the Financial Services Compensation Scheme (FSCS). For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim without upper limit. Further information about compensation scheme arrangements is available from the FSCS.*

## **Claims**

*If you have occasion to claim on your policy you must notify Peter Hattersley & Partners Ltd immediately.*

## **Confidentiality**

*All information about you will be treated as private and confidential. We will only release information about you when; you ask us to or give us permission to or if required to do so by the Financial Ombudsman Service or if the law obliges us to. You should however be aware*

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*that insurers, their agents and representatives and finance houses share information in order to eliminate fraud. Under the Data Protection Act 1998 you have the right to see personal information about you that we hold in our records. If you have any queries, please write to us.*