
keyfacts

About our insurance services

Irvine Financial Services Limited
Bridgewater House
Barnstaple
Devon
EX32 8LS

1. The Financial Services Authority (FSA)

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.

2. Whose products do we offer?

- We offer products from a range of insurers for Term Assurance, Critical Illness, Income Protection, Private Medical Insurance and Accident, Sickness and Unemployment.
- We can only offer products from a limited number of insurers for.
- We can only offer products from a single insurer.
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3. Which service will we provide you with?

- 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. 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?

- A fee.
- No fee.

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

5. Who regulates us?

Irvine Financial Services Limited is authorised and regulated by the Financial Services Authority. Our FSA registration number is 440416.

Irvine Financial Services Limited's permitted business is advising and arranging life insurance, pensions, investments, general insurance contracts and mortgages.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

6. What to do if you have a complaint

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

In writing: Write to The Compliance Officer, Irvine Financial Services Limited, Bridgewater House, The Square, Barnstaple, Devon EX32 8LS.

By phone: Telephone 01271 323689.

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

7. 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. 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.