

# About our travel insurance services



Insurancebookers Limited  
140 Aldersgate Street  
London  
EC1A 4HY

## 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 only offer products from Landmark Insurance Company Limited for non-investment insurance contracts in relation to travel insurance.

## 3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs for travel insurance.
- You will not receive advice or recommendation from us for travel insurance. 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.

## 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 a particular insurance policy.

## 5. Who regulates us?

Insurancebookers Limited is an appointed representative of Landmark Insurance Company Limited, The AIG Building, 58 Fenchurch Street, London, EC3M 4AB, who are authorised and regulated by the Financial Services Authority. Landmark Insurance Company Limited's FSA Register number is 202628.

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.

## 6. Ownership

Insurancebookers Limited is a wholly owned subsidiary of ebookers Ltd.

## 7. What to do if you have a complaint

If you wish to register a complaint-

In regards to sales, please contact:

...in writing Customer Services Manager, Insurancebookers Limited, 140 Aldersgate Street, London EC1A 4HY

...by phone 0870 814 6054

...by email [enquiries@insurancebookers.com](mailto:enquiries@insurancebookers.com)

In regards to a claim, please contact:

...in writing Customer Care Manager, AIG Travel Assist, PO Box 673, Hove, East Sussex BN3 5JL

...by phone 0870 044 0258

...by email [travelassistclaims@aig.com](mailto:travelassistclaims@aig.com)

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

## 8. 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.