



## about our services

**Childsure** is a trading name of **Sure Insurance Services Ltd**  
4th Floor, 42 Moorgate, London EC2R 6EL

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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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#### Insurance

- We offer products from a range of insurers.
  - We only offer products from a limited number of insurers.
  - For Private Medical Insurance, we only offer products from a single insurer, AVIVA.
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### 3. Which service will we provide you with?

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#### Insurance

- 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. You will 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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#### Insurance

- A fee.
  - No fee.
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### 5. Who regulates us?

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Sure Insurance Services Limited, 4th Floor, 42 Moorgate, London EC2R 6EL is authorised and regulated by the Financial Services Authority. Our FSA Register number is 402061.

Our permitted business is advising on and arranging life assurance, medical insurance contracts, pensions, unit trusts and other investments.

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:

Sure Insurance Services Limited, 4th Floor, 42 Moorgate, London EC2R 6EL

By phone: Telephone 08450 58 98 59

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at [www.fos.org.uk](http://www.fos.org.uk) or by fixed line telephone to 0800 0 234 567 or by mobile to 0300 123 9 123.

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## **7. 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**

For compulsory classes of insurance, advising and arranging is covered for 100% of the claim with no upper limit.

For non-compulsory classes of insurance, advising and arranging is covered for 90% of the claim with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by telephone to 020 7892 7300.

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