

# About Us, Our Terms and Services

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This insurance is provided and underwritten by Legal & General Insurance Limited, Registered in England and Wales number 00423930. Registered office: One Coleman Street, London EC2R 5AA

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 202050).

## Basis of Advice

Legal & General does not provide advice or a personal recommendation about the suitability of this product. It is your responsibility to ensure the product meets your needs.

## Our Complaints Procedure

If you wish to complain about any aspect of the service you have received from us, please contact Legal & General Insurance, Centre City House, 5 Hill Street, Birmingham B5 4US.  
Telephone: 0370 0600 227. We may record and monitor calls. Call charges will vary.

If you have a complaint in relation to Home Emergency cover please contact AXA Assistance (UK) Limited: Customer Relations, Home Emergency Inter Partner Assistance SA, The Quadrangle, 106–118 Station Road, Redhill, Surrey RH1 1PR.  
Telephone: 01737 815 913. Calls may be recorded and monitored. Call charges will vary.  
Website: [homeemergencycomplaints@axaassistance.co.uk](mailto:homeemergencycomplaints@axaassistance.co.uk)

If you have a complaint in relation to Family Legal Protection please contact DAS: Customer Relations Department, DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH.  
Telephone: 0370 050 1575. Calls may be recorded and monitored. Call charges will vary.

If you remain dissatisfied, you can complain to:  
Financial Ombudsman Service, Exchange Tower, London E14 9SR  
Telephone: 0800 023 4567 or 0300 123 9 123.  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Commission and Fees

If you purchase a Home Insurance policy with us over the telephone, we will pay our Insurance Sales Agent a flat amount of less than £5.00, provided they meet call quality measures. If you're purchasing a policy online, renewing or updating your policy no commission is paid.