

About Us, Our Terms and Services

This insurance is provided and underwritten by Fairmead Insurance Limited, Registered in England and Wales number 00423930. Registered office: 57 Ladymead, Guildford, Surrey GU1 1DB

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

Fairmead Insurance does not provide advice or a personal recommendation about the suitability of this insurance policy. It's 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 Fairmead Insurance, 3rd Floor, The Podium, Centre City House, 5 Hill Street, Birmingham B5 4US. Telephone: 0370 900 5578. 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

If you have a complaint in relation to Legal Expenses, Rent Guarantee and Eviction of Squatters 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

Website: www.financial-ombudsman.org.uk

Commission and Fees

We pay our Insurance Sales Agent on a salaried basis only; they do not receive a commission for any completed sales.