



about our insurance services

BAS Insurance Services Ltd
6th Floor
Regent House
Hubert Road
Brentwood
Essex
CM14 4JE

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
 - ☐ We can only offer products from a limited number of insurers
 - ☒ We only offer a product from Optimum Underwriting Ltd (acting as underwriting agents for Groupama Insurance Company Ltd) and FirstAssist Insurance Services Ltd (acting as underwriting agents for Great Lakes Reinsurance (UK) PLC) for travel insurance.
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3 What service will we provide you with?

- ☒ We will advise and make recommendation for you after we have assessed your needs for travel insurance.
 - ☐ 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 on how to proceed
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4 What will you have to pay us for our services?

☐ A fee

☒ No fee for insurance mediation activities relating to travel insurance.

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

5 Who regulates us?

BAS Insurance Services Ltd is authorised and regulated by the Financial Services Authority. Our FSA register number is 311244

Our permitted business is general insurance, specifically travel insurance

You can check this on 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 BAS Insurance Services Ltd, Complaints Investigator, 6th Floor
Regent House, Hubert Road, Brentwood, Essex CM14 4JE

...by phone Telephone 08712 085 500

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.

Further information about compensation scheme arrangements is available from FSCS.
