

## ABOUT OUR INSURANCE SERVICES

### 1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

### 2. Whose products do we offer?

We only offer products from a single insurer — UK General Insurance Limited on behalf of Ageas Insurance Limited.

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

☐ 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.

We may ask you some questions to narrow down the selection of products that we will provide details on. You will 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 any particular insurance policy.

### 5. Who regulates us?

Car Care Plan Limited (trading as Citroën Financial Services, Financial Shortfall Insurance Administration), Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG is authorised and regulated by the Financial Services Authority. Our FSA Register number is 309268.

Our permitted business is arranging general insurance contracts.

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

Car Care Plan Limited is a wholly owned subsidiary of Car Care Plan (Holdings) Limited.

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

If you wish to register a complaint, please contact us:

**... in writing** Write to the Customer Services Manager,  
Citroën Financial Services, Financial  
Shortfall Insurance Administration,  
Jubilee House, 5 Mid Point Business Park,  
Thornbury, West Yorkshire BD3 7AG.

**... by phone** Telephone 0844 573 8183.

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 Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim amount, without any upper limit.

You can get more information about compensation scheme arrangements from the FSCS:

FSCS, 7th Floor, Lloyds Chambers, 1 Portsoken Street,  
London E1 8BN.

Telephone 0800 678 1100.