
1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates all financial services. 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 only offer products from a limited number of insurers.
- We can only offer products from:
- | | |
|---|---|
| XL Catlin for Sports Business Insurance | XL Catlin for Animal Event and Show Insurance |
| XL Catlin for Gym and Fitness Club Insurance | XL Catlin for Animal Club and Society Insurance |
| XL Catlin for Personal Trainer Insurance | XL Catlin for Animal Education, Talks and Parties Insurance |
| XL Catlin for Sports Coach Insurance | XL Catlin for Activity Top-Up Insurance |
| XL Catlin for Sports Club Insurance | XL Catlin for Children's Sport Insurance |
| XL Catlin for Sports Event Insurance | XL Catlin for Sports Accident Insurance |
| XL Catlin for Sports League Insurance | XL Catlin for Sports Team Insurance |
| XL Catlin for Martial Arts Instructor Insurance | XL Catlin for Sports Travel Insurance |
| XL Catlin for Pet Business Insurance | |
- We only offer our own products.

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 recommendations from us for any type of non-investment insurance contract. 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 about how to proceed.

4. What will you have to pay us for our services?

- A fee
- No fee

All the prices we quote for Insurance Policies are inclusive of local Tax. We receive our remuneration as a commission from the underwriter / insurer. We may charge a policy fee on some products, as well as a reasonable administration fees to cover additional costs when they are requested - such as for credit card transactions, postage, cancellation and other requests to vary a policy after purchase. Our Terms and Conditions contain more details.

5. Who regulates us?

Protectivity Insurance is a trading name of SportsCover Direct who are authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 309959.

You can check that a firm is authorised by looking at the FCA register on the FCA website at fca.org.uk or by calling the FCA Consumer Helpline on 0800 111 6768.

6. What to do if you have a complaint

SportsCover Direct are dedicated to providing a high quality service and **we** want to ensure that **we** maintain this at all times. If you have any questions or concerns about any aspect of your insurance or the handling of a claim you should, in the first instance contact us. Our contact details are as follows:

The Managing Director
SportsCover Direct,
Belmont House,
High Street, Lane End,
Buckinghamshire, HP14 3ER

If you wish to escalate your complaint you can do so at any time by referring the matter to the:

Complaints Manager
Catlin Insurance Company (UK) Ltd.
20 Gracechurch Street, London
EC3V 0BG

Email: xlcatlinukcomplaints@xlcatlin.com
Telephone Number: +44 (0) 207 743 8487

If you remain dissatisfied after the Complaints Manager has considered your complaint, or you have not received a final decision within eight (8) weeks, you can refer your complaint to the Financial Ombudsman Service at:

Exchange Tower
London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

From within the United Kingdom

Telephone Number: 0800 023 4567 (free for people phoning a "fixed line", for example a landline at home)
Telephone Number: 0300 123 9123 (free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02)

From outside the United Kingdom

Telephone Number: +44 (0)207 964 1000
Fax Number: +44 (0)207 964 1001

The Financial Ombudsman Service can look into most complaints from consumers and small businesses. For more information, contact them on the above number or address, or view their website: www.financial-ombudsman.org.uk

The European Commission also provides an on-line dispute resolution (ODR) platform that allows consumers to submit their complaint through a central site, which will forward the complaint to the right Alternative Dispute Resolution (ADR) scheme. The ADR scheme for Catlin Insurance Company (UK) Ltd. is the Financial Ombudsman Service, which can be contacted directly using the contact details above. For more information about ODR please visit <http://ec.europa.eu/odr>

7. 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 are unable to meet our obligations under this contract. **You** may be entitled to compensation from the Scheme if **we** are unable to meet **our** obligations under this contract of insurance. If **you** were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract of insurance.



Status Disclosure

Further information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU) and on their website: www.fscs.org.uk.