

# About Our Insurance Services

## Rock Insurance Services Limited

Griffin House  
135 High Street  
Crawley  
West Sussex  
RH10 1DQ

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### 1. The Financial Conduct Authority (FCA)

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

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### 2. Whose products do we offer?

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- We offer products from a range of insurers.
- We only offer products from a limited number of insurers  
Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

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

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- 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 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.

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### 4. What will you have to pay us for this service?

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- A fee.
- No fee.

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

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### 5. Who regulates us?

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Rock Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 300317.

Our permitted business is insurance mediation activities.

You can check this on the FCA's Register by visiting the FCA's website [www.fsa.gov.uk/register/](http://www.fsa.gov.uk/register/) or by contacting the FCA on 0800 111 6768.

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### 6. Ownership

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We are neither owned directly or indirectly by an insurance company. Rock Insurance Services Limited is 100% independently owned.

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

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

- ... in writing      Write to Rock Insurance Services Limited, Griffin House, 135 High Street, Crawley, West Sussex RH10 1DQ
- ... by phone      Telephone 0844 482 0662

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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### 8. Are we covered by the Financial Services Compensation Scheme (FSCS)?

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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 the compensation scheme arrangements is available from the FSCS.