



BLACKMORE BORLEY LIMITED

Who regulates us?

Blackmore Borley Limited, 52 Lime Street, London EC3M 7NP, is authorised and regulated by the Financial Services Authority. Our FSA Register number is 311926.

Our permitted business is to sell and administer general insurance.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.go.uk/register or by contacting the FSA on 0845 606 1234.

Whose products do we offer?

We only offer products from a limited number of Insurers. Please ask us for a list of these Insurers, if you require it.

Which service will we provide you with?

You will not receive a personal recommendation from us for any category of insurance product. We will provide you with sufficient information in order that you can make an informed decision on the type of cover that you require.

Statement of Demands and Needs

Your premium and insurance cover will be based on the details you provide on the Proposal Form and any other related information. The products we offer are designed to meet the demands and needs of those who wish to insure their business as outlined in the Proposal Form.. The information you have provided and on which the premium is based, provides us with a record of the demands and needs particular to your specific circumstances.

What will you have to pay us for our services?

We will not charge any form of fee for our services. We receive commission which is included in the Premium quoted to you. Commission rates are available on request. Payments must only be made to Blackmore Borley Limited Accounts detailed on the reverse of our debit note. No payments are to be made to any other accounts.



What to do if you have a complaint

Blackmore Borley Ltd strives to provide the highest possible standard of customer service. However should you feel that our service has fallen below the level; expected and you wish to register a complaint, please contact us:

The Compliance Manager
Blackmore Borley Limited
52 Lime Street
London
EC3P 7NP
Tel: 020 7929 4616
Fax: 020 7929 4626
Email: info@blackmoreborley.com

Please quote your policy number in all correspondence. If we are unable to resolve your complaint, you may be entitled to refer it to the Financial Ombudsman Service.

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

We are covered by 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.

For compulsory classes of insurance such as Employers Liability insurance, advising and arranging is covered for 100% of the claim, without any upper limit.