



about our insurance services

1. The Financial Services Authority

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

2. Whose products do we offer?

- A. We only offer our own products for Motor Vehicle, Motor Trade, Taxi, Premises, Employers & Public Liability Legal Expenses
- B. We only offer Breakdown cover from Auto Legal Protection Ltd, P.O. Box 115, Congleton, Cheshire, CW12 3FL
- C. We only offer Personal Accident Insurance from Equity Red Star per Clegg Gifford & Co Ltd, 128/9 Minories, London EC3N 1PB

3. Which services will we provide to you?

You will not receive advice or a recommendation from us for the types of contracts listed above. 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?

No fee.

5. Who regulates us?

Tradex Insurance Company Limited is authorized and regulated by the Financial Services Authority. Our FSA reference is FRN 202917

Our permitted business is –

Accident, Damage to Property, Fire and Natural forces, General Liability, Goods in Transit, Land Vehicle, Legal Expenses, Motor Vehicle Liability.

You can check this on the 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 Tradex Insurance Company Limited,
Victory House, 7 Selsdon Way, Isle of Dogs, London E14 9GL
- ... by phone Telephone 0207 001 9200

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

7. Are we covered by the Financial Services Compensation Scheme (FCS)?

We are covered by the Financial Services Compensation Scheme (FSC). If we are unable to fulfill our obligations you may be entitled to compensation from the scheme depending on the type of insurance and the circumstances of any claim.

8. Customer's duty to provide information

It is the responsibility of customers to provide complete and accurate information to insurers when you take out an insurance policy, throughout the life of your policy and when you renew your policy. Please ensure that all statements that you make on the proposal form, claims forms and other documents are as full and accurate as possible.

Victory House, 7 Selsdon Way, Isle of Dogs, London E14 9GL Tel: 020 7001 9200 Fax: 020 7068 7768 www.tradex.com