

about our insurance services

Camping and Caravanning Club
The Friendly Club

The Camping and Caravanning Club, Greenfields House, Westwood Way, Coventry, CV4 8JH

1 The Financial Services Authority

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

| services are right for you. | |
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| 2 | Whose products do we offer? |
| | We offer products from a range of insurers. |
| \checkmark | We can only offer products from a limited number of insurers for accident, assistance, damage to property, general liability, legal expenses, miscellaneous financial loss and sickness. |
| | Ask us for a list of insurers we offer insurance from. |
| | We only offer products from a single insurer. |
| 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 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 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? |
| The Camping and Caravanning Club is an appointed Representative of Aria Insurance Services Limited trading as Aria Assistance, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN is authorised and regulated by the Financial Services Authority. Aria Insurance Services Limited's FSA Register number is 311883. | |
| Aria Insurance Services Limited's permitted business is advising customers on non-investment contracts, making arrangements with a view to transactions in non-investment insurance contracts, dealing as an agent in non-investment insurance contracts, assisting in the administration and performance of non-investment insurance contracts. | |
| You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/home/do or by contacting the FSA on 0845 606 1234. | |
| 6 Ownership | |
| Aria Insurance Services Limited owns 100% share capital of Aria Insurance Limited. | |
| 7 What to do if you have a complaint? | |
| If you wis | sh to register a complaint, please contact us: ing Write to Aria Assistance, Quality Department, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN |
| by pho | one Telephone 0844 338 5799 |
| by e-m | nail Email <u>quality@aria-assistance.co.uk</u> |

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

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.

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

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.