

About our Insurance Services

MPMV Limited

Broad Quay House, Prince Street, 5th
Floor, Bristol, BS1 4DJ

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates 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 for private health insurance .

3. Which service will we provide you with?

We will advise and make a recommendation for you after we have assessed your needs for private health insurance contracts.

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

- A fee
 No fee for advising on and arranging private health insurance contracts.

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

5. Who regulates us?

MPMV Limited, Broad Quay House, Prince Street, 5th Floor Bristol BS1 4DJ is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 774461.

MPMV Limited's permitted business is arranging and giving advice on Insurance.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

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

... **in writing to:** Write to Complaints Department, Broad Quay House, Prince Street, 5th Floor Bristol BS1 4DJ

... **by phone:** Telephone: 0117 905 8871

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. You can find further details at www.financial-ombudsman.org.uk.

7. 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.

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.