

# keyfacts

## about our insurance services

GWA Insurance Services Limited

45 Charlock Way  
Southwater  
Horsham  
West Sussex  
RH134 9GS

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### **Initial Disclosure Document**

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#### **1 The Financial Services Authority (FSA)**

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

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#### **2 Whose products do we offer?**

We offer products from a range of insurers for Household, Commercial and Motor insurance.

**Ask us for a list of all the insurers we offer insurance from**

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

We will advise and make a recommendation for you after we have assessed your needs. Our service also includes: arranging your insurance cover with insurers to meet your requirements; and helping you with any ongoing changes you have to make.

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

Our fees are shown within our Terms of Business on the reverse of our headed paper. You will receive a quotation which will tell you about any fees relating to any particular insurance policy.

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#### **5 Who regulates us?**

**GWA Insurance Services Limited**, 45 Charlock Way, Southwater, Horsham, West Sussex RH13 9GS, is authorised and regulated by the Financial Services Authority. Our FSA Register number is 301747.

Our permitted business is arranging, advising, dealing as agent and assisting in the administration of general insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

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## **6 Ownership**

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GWA Insurance Services Limited is a Private Limited Company and no Insurer owns any of our share capital.

We do not own shares or have voting rights in any Insurer.

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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 GWA Insurance Services Limited, 45 Charlock Way, Southwater, Horsham, West Sussex RH13 9GS

**... by phone** Telephone 01403 734334

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.

or

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

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

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**GWA Insurance Services Limited, 45 Charlock Way, Southwater, Horsham, West Sussex RH13 9GS**  
**Tel: 01403 734334 Fax: 01403 734080**

**Email: [info@insurance-gwa.co.uk](mailto:info@insurance-gwa.co.uk) Web [www.insurance-gwa.co.uk](http://www.insurance-gwa.co.uk)**