

Key Facts

Sackville Place, Suite 316, 44-48,
Magdalen Street, Norwich, Norfolk, NR3 1JU

1. The Financial Conduct Authority (FCA)

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

2. Whose products do we offer?

We only offer products from a limited number of companies.

3. Which service will we provide you with?

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 us for our services?

No fee will be charged for our assessment, advice or recommendations. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

Travel Insurance Agencies Limited, Sackville Place, Suite 316, 44-48, Magdalen Street, Norwich, Norfolk NR3 1JU, is authorised and regulated by the Financial Conduct Authority. Our FCA Register Number is 306767.

Our permitted business is retailing travel insurance and vehicle breakdown insurance. You can check this on the FCA's Register by visiting the FCA's website at www.fcs.org.uk/firms/systems-reporting/register or by contacting them on 0800 111 6768 or 0300 500 8082.

6. Ownership

TIA Ltd is a private limited company 100% owned by Travel Insurance Agencies Limited. The company reflects the market segments targeted.

7. What to do if you have a complaint

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

... in writing: Customer Services, Travel Insurance Agencies Limited,
Sackville Place, Suite 316, 44-48, Magdalen Street, Norwich, Norfolk
NR3 1JU, UK.

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 under this contract. Further information about the scheme is available from the Financial Services Compensation Scheme website at www.fscs.org.uk or by contacting them at;

Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15, St Botolph Street, London, EC3A 7QU, Telephone: 0800 678 1100 or 0207 741 1410