

# keyfacts

## about our insurance services

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Medisave Independent Healthcare  
45 Beechland Drive  
Lisburn  
Co Antrim  
BT28 1HS

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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 Health Insurance and Travel insurance.
- We only offer products from a limited number of insurers.  
Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

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### 3 Which services will we provide you with?

- We will advise and make recommendations for you after we have assessed your needs for Health insurance and Travel insurance.
- 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.

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

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A fee.

No fee for advising on Health insurance or Travel insurance.

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

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## **5 Who regulates us?**

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Medisave Independent Healthcare, 45 Beechland Drive, Lisburn, Co Antrim. BT28 1HS is authorised and regulated by the Financial Services Authority. Our Registration number is 314947.

Our permitted business is arranging 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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Medisave Independent Healthcare is a sole trader.

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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 Medisave Independent Healthcare, 45 Beechland Drive, Lisburn, Co Antrim, BT28 1HS.

**...by phone** Telephone 028 92629787

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## **8 Are we covered by the Financial Service 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.

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.