

**Mondial Assistance (UK) Limited**Mondial House  
102 George Street  
Croydon  
CR9 1AJ

## 1. The Financial Services Authority (FSA)

The FSA 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.
- We only offer products from a limited number of insurers for motor warranty and assistance. 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 for motor warranty and assistance.
- You will not receive advice or a recommendation from us for motor warranty and assistance. 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 this service?

- 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?

Mondial Assistance (UK) Limited trading as BMW Insured Warranty Services, 102 George Street, Croydon CR0 2BF is authorised and regulated by the Financial Services Authority. Our FSA Register number is 311909.

Our permitted business is arranging Motor Warranty and Assistance insurance.

Mondial Assistance (UK) Limited also has permission to conduct the following business with regards to non-investment insurance contracts:

- Arranging
- Assisting in the administration and performance of a contract of insurance
- Dealing as agent
- Making arrangements with a view to transaction

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.

## 6. What to do if you have a complaint

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

- |                |   |
|----------------|---|
| ... in writing | Write to The Quality Standards Manager, Mondial Assistance (UK) Limited, Mondial House, 102 George Street, Croydon CR9 1AJ. |
| ... by phone   | 0208 603 9853   |

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

## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

For your added protection, the insurer is covered by the FSCS. You may be entitled to compensation from the scheme if the insurer cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover for policies purchased on or before the 31st December 2009 is limited up to 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. Policies purchased after this date will be covered for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone number 020 7892 7300, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk).

**This document is available in large print, audio and Braille.  
Please contact us on: Phone 0871 200 0199 Textphone 020 8666 9562  
And we will be pleased to organise an alternative version for you.**