

## About our insurance services

Provisional Marmalade, 6 Springwater Business Park, Station Road, Whittlesey, Peterborough PE7 2EU

### 1. The Financial Services Authority

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.
- We only offer products from a single insurer.

### 3. What service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs
- You will not receive advice or a recommendation from us. We may ask you 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

- A fee
- No fee - but there is an administration fee for cancelling or amending an existing policy.

### 5. Who regulates us?

Provisional Marmalade is an appointed representative of 3XD Limited. 3XD Limited is authorised and regulated by the Financial Services Authority under registration number is 469379. 3XD's permitted business is arranging and advising on non-investment insurance.

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

If you wish to register a complaint, please contact us

... in writing Write to 3XD Provisional Marmalade, PO Box 672, Longridge, Preston PR3 8AD

... by phone Telephone 0845 519 0439

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)?

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.