

## ***about our insurance services***

P J Hayman & Company Limited

### **1) The Financial Conduct Authority (FCA)**

The FCA 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?**

This website will provide you with access solely to GoSure Travel Insurance arranged by John Holman & Sons Limited and administered by P J Hayman & Company Limited.

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

This website will give you the information you need to help you decide if GoSure Travel Insurance meets your needs and will allow you to arrange your policy if you believe that it does. 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?**

We receive our remuneration in the form of commission and administration fees from the Insurer.

### **5) Refund of premium**

If you cancel the policy, we will make a refund in accordance with the policy conditions.

### **6) Who regulates us?**

John Holman & Sons Limited are authorised and regulated by the Financial Conduct Authority, FS register number 116602.

P J Hayman & Company Limited is authorised and regulated by the Financial Conduct Authority, FS register number is 497103.

Our permitted business is arranging general insurance contracts.

You can check this on the FS register by visiting [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768 or 0300 500 8082.

### **7) Ownership**

John Holman & Sons Limited is an independent insurance intermediary.

P J Hayman & Company Limited is a wholly owned subsidiary of CSP Holding Limited.

### **8) What to do if you have a complaint**

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

In writing to: - The Managing Director, P J Hayman & Company Limited, Stansted House, Rowlands Castle, Hampshire, PO9 6DX.

Or by telephoning: - 023 9241 9002.

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

### **9) 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 cover provides protection for 90% of the claim without any upper limit

Further information about compensation scheme arrangements is available from the FSCS, telephone number 020 7892 7300 or 020 7741 4100, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk).