



## Important information about our insurance services

### **Cigna Insurance Services (Europe) Limited**

PO Box 500,  
1 Drake Circus,  
Plymouth, Devon  
PL1 1QH

### **Ownership**

Cigna Insurance Services (Europe) Limited is part of the Cigna group of companies.

### **The Financial Conduct Authority**

The Financial Conduct Authority is the independent watchdog that regulates financial services. Cigna Insurance Services (Europe) Limited, is authorised and regulated by the Financial Conduct Authority.

Our Firm Reference Number is 310671 and our permitted business is advising, arranging, dealing in, and the administration and performance of non investment insurance contracts.

You can check this information by visiting the Financial Services Register at [www.fsa.gov.uk/register/home.do](http://www.fsa.gov.uk/register/home.do) or by phoning 0800 111 6768.

### **Our product range**

We are only able to offer you insurance products underwritten by CIGNA Europe Insurance Company S.A.-N.V.

### **The service that you will receive from us**

We can only provide you with information about our own product range and you will not receive advice or a recommendation from us in connection with your insurance requirements. We may ask some questions to narrow down the level and extent of cover that you require. You will then need to make your own choice about how to proceed.

### **Premiums**

Premiums quoted are inclusive of IPT at the appropriate rate. You will be advised of any other fees relating to any particular insurance policy. Premium payments accepted by us are held as agent of the insurer.

### **Complaints**

If you wish to notify us of a complaint regarding your insurance product please contact us either by writing to the Customer Relations Department, Cigna Insurance Services, 1 Drake Circus, Plymouth PL1 1QH or by ringing us on 0330 100 7701\* (Monday to Friday 9am – 5pm). If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

### **Financial Services Compensation Scheme**

We are covered by the Financial Services Compensation Scheme (FSCS). This provides compensation in case any of its members go out of business or into liquidation and are unable to meet any valid claims under its policies. Further information can be obtained from the Financial Services Compensation Scheme by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk), by contacting them via email on [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk) or in writing to 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU or by telephone on 0800 678 1100 or 020 7741 4100.

\* For your protection, calls may be recorded and monitored.