



about our insurance services

C.Alexander & Partners Limited

Alexander House, 223 Perry Road, Sherwood, Nottingham, NG5 1GN

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 for mortgage protection plans, term assurance, keyman insurance, whole of life, critical illness, income protection and private medical insurance.
 - We can only offer products from a limited number of insurers for accident, sickness and unemployment benefit and buildings and contents insurance.
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3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs for term assurance, critical illness, non-profit whole of life, income protection, private medical insurance, payment protection, buildings and contents.
 - You will not receive advice or a recommendation from us for **select from:** term assurance, critical illness, income protection, private medical insurance, payment protection, buildings and contents.
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?

- 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?

C.Alexander & Partners Limited is an appointed representative of Sesame Limited, Independence House, Holly Bank Road, Huddersfield HD3 3HN which is authorised and regulated by the Financial Services Authority. Sesame Limited's FSA Register number is 150427.

Sesame Limited's permitted business is advising and arranging pure protection and general insurance contracts and regulated mortgage contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

6. Ownership

Sesame Limited is a wholly owned subsidiary of Sesame Bankhall Group Limited, which in turn is wholly owned by Friends Life Group Plc.

7. What to do if you have a complaint

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

... **in writing** Write to The Disputes Team, Sesame Limited, Independence House, Holly Bank Road, Huddersfield HD3 3HN.

... **by phone** Telephone 0845 300 5325.

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

8. 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 90% of the claim with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS.