

About our travel insurance services

Initial disclosure document

Boots UK Limited
1 Thane Road West
Nottingham
England
NG2 3AA

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. It requires us to give you this document. 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 AIG Europe Limited for non-investment contracts in relation to travel insurance.

3. Which service will we provide you with?

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

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?

- An administration fee of £15 will be deducted from any premium refund we make to you if this insurance policy is cancelled after the 14 day cooling off period.
- No fee.

You will receive a quotation, which will tell you about any other fees relating to a particular insurance policy.

5. Who regulates us?

Boots UK Limited is an appointed representative of AIG Europe Limited, The AIG Building, 58 Fenchurch Street, London, EC3M 4AB, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (FRN 202628).

You can check this on the FCA's register by visiting the FCA's website www.fca.org.uk.

6. Ownership

Boots UK Limited, is a member of Alliance Boots.

7. What to do if you have a complaint

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

In writing: write to The Customer Care Manager, Boots Travel Insurance, PO Box 2157, Shoreham by Sea, West Sussex, BN43 9DH.

By telephone: call us on **0845 125 3810**.

By e-mail:

bootscustomer@care@aig.com

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. If we are unable to meet our financial obligations you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim. For this type of insurance, 90% of your claim is covered, without any upper limit. Further information about compensation scheme arrangements is available at www.fscs.org.uk and on **0207 741 4100** or **0800 678 1100**.