



about our insurance services

4 Park Square,
Newton Chambers Road,
Thorncliffe Park,
Chapelton,
Sheffield, S35 2PH

www.-insurance.co.uk

1. The Financial Services Authority (FSA)

The FSA 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 for non-investment insurance contracts
- Through this website we offer products from a limited number of insurers for Household and Commercial insurance. We also offer products from a single insurer for travel and ASU insurance. Please ask us if you would like a list of the insurers whose products we provide
- We only offer products from a single insurer.

3. Which service will we provide you with?

- We will advise and make recommendations for you after we have assessed your needs.
- On this website, 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 this service?

- A fee.
- No fee for any non-investment insurance contract.

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

5. Who regulates us?

www.mfs-insurance.co.uk is a trading style of McKenzie Financial Services Ltd.

McKenzie Financial Services Ltd, 4 Park Square, Thorncliffe Park, Newton Chambers Road, Chapeltown, Sheffield, S35 2PH is authorised and regulated by the Financial Services Authority. Our FSA Register number is 455688.

Our permitted business is advising on arranging insurance and mortgages. 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. What to do if you have a complaint

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

In writing : Write to : McKenzie Financial Services Ltd, 4 Park Square, Thorncliffe Park, Newton Chambers Road, Chapeltown, Sheffield, S35 2PH

By phone : Telephone : 0114 220 3743

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.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.