

Car-finance.net Ltd, 6 Imex Technology Park, Bellringer Road, Trentham Lakes South, Stoke-on-Trent, Staffs, ST4 8LJ are a subsidiary company of *Jigsaw Finance Ltd, 3 Imex Technology Park, Bellringer Road, Trentham Lakes South, Staffs, Stoke-on-Trent ST4 8LJ* authorised and regulated by the Financial Services Authority (Ref 309802). We arrange and advise on insurance products and deal as an agent of insurers, on behalf of customers through a number of insurance providers. You can check this on the FSA's Register by visiting the website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

Your insurance is based upon the information provided to the insurance company and you must ensure that all such information is complete and accurate, and that any facts that may influence the insurer's decision to accept and to pay a valid claim are disclosed

All personal information about you will be treated as private and confidential (even when you are no longer a customer), except where the disclosure is made at your request, with your consent, in relation to administering your insurance or where the law requires it. As part of the FSA's duties, we may be asked to provide them with access to our customer records in order that they can carry out a review of our activities.

Some of the information you supply to us in connection with your insurance proposal will be held on computer and may be passed to other insurance companies for underwriting and claims purposes. Under the Data Protection Act 1998, you have the right of access to see personal information about you that is held in our records, whether electronically or manually. If you have any queries, please write to the Managing Director at the above address.

You may be able to cancel this insurance within 14 days (30 days if life cover applies) if you are not satisfied with it, or with our services in arranging it. Please contact us if you wish to exercise your rights to cancel or contact the insurance provider.

It is our intention to provide a high level of service at all times. If, however, you have reason to make a complaint about our service you should contact Managing Director at the above address.

Your complaint will be acknowledged within five business days. If it is not possible to respond to your complaint within four weeks we will advise you of our reasons in writing, and within eight weeks we will advise you of when you may expect a final response. You are entitled to reasons whether or not your complaint is valid. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Further information is available at <http://www.financial-ombudsman.org.uk/>.

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our insurance obligations. This depends on the type of business and the circumstances of the claim. The scheme covers 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS at: <http://www.fscs.org.uk/>