

# keyfacts

## about our insurance services

Berkeley La Roche Financial Consultants Limited    The Granary, Warmlake Industrial Estate,  
Sutton Valence, Maidstone. Kent. ME17  
3LR

May 2009

### 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.
- We can only offer products from a limited number of insurers. Ask us for a list of insurers we offer insurance from.
- We can only offer a product[s] from a single insurer for non-investment insurance contracts.  
We only offer our own products for non-investment insurance contracts.

### 3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs for non-investment insurance contracts.
- You will not receive advice or a recommendation from us for non-investment insurance contracts. 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 this service?

- A fee of £        is payable for non-investment insurance contracts.
- No fee is payable for non-investment insurance contracts.

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

### 5. Who regulates us?

Berkeley La Roche Financial Consultants Limited, The Granary, Warmlake Industrial Estate Sutton Valence Maidstone Kent ME17 3LR is authorised and regulated by the Financial Services Authority. Our FSA Register number is 196689.

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

### 6. Ownership

### 7. What to do if you have a complaint

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

- ... in writing      Write to The Compliance Officer Berkeley La Roche Financial Consultants Limited, The Granary Warmlake Industrial Estate Sutton Valence Maidstone Kent ME17 3LR
- ... by phone      Telephone 01622 843694

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

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**8. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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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.

or

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

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