

QANW: 37 Carrick Street, Ayr KA7 1NS

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
- We can only offer products from a limited number of Insurers. We can supply a list of these Insurers on request.
- We only offer products from Guarantee Protection Insurance Ltd for QA Roof Safe Plus Latent Defect Insurance.

3. Which service will we provide you with?

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

Warranty Services Ltd trading as QANW, 37 Carrick Street, Ayr KA7 1NS is authorised and regulated by the Financial Services Authority. Our FSA number is 309580.

Warranty Services Ltd's permitted business is insurance intermediary, advising, arranging and administering insurance 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 6061234.

6. What to do if you have a complaint

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

...in writing Write to : QANW, 37 Carrick Street, Ayr KA7 1NS
...by phone Telephone : 01292 268020

If your complaint cannot be settled directly with us, you may be entitled to refer the matter 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.

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