



**First Call Group**  
Administration Centre:  
Loxley House  
21 Coker Road  
Worle  
Weston super Mare  
Somerset  
BS22 6BX

Tel: 0333 200 4866 or 01934 529420  
Email: [enquiries@fcpl.co.uk](mailto:enquiries@fcpl.co.uk)  
[www.firstcallpaymentprotection.co.uk](http://www.firstcallpaymentprotection.co.uk)

## About our Insurance Services

### 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 only offer payment protection insurance products from UK General Insurance Ltd on behalf of Great Lakes Reinsurance (UK) SE.

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

You will not receive advice or a recommendation from us for payment protection insurance products. We may ask some questions which will be used 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 for our services?

We do not charge a fee for using our services.

### 5. Who regulates us?

First Call Group is a trading name of First Call Payment Protection Ltd. Registered in England and Wales No 07064423. Registered office: Loxley House, 21 Coker Road, Worle, Weston super Mare, Somerset, BS22 6BX. First Call Payment Protection Ltd is authorised and regulated by the Financial Conduct Authority No 541645. Our permitted business is arranging, dealing as agent and assisting in the administration and performance of non-investment insurance contracts.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register/](http://www.fca.org.uk/register/) or by contacting the FCA on 0800 111 6768.

### 6. What to do if you have a complaint ?

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

**in writing:** The Complaints Officer,  
First Call Group, Loxley House, 21 Coker Road, Worle, Weston super Mare, BS22 6BX

**by phone:** 01934 529420

**by email** [customerrelations@fcpl.co.uk](mailto:customerrelations@fcpl.co.uk)

When dealing with your complaint we will follow our complaint handling procedures, a summary of these procedures is available on request. If you are still not satisfied, you may be entitled to refer the matter to the Financial Ombudsman Service (FOS). For further information you can visit FOS website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the Financial Services Compensation Scheme (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. If you are eligible to claim from the FSCS, compensation is available as follows:

- Insurance advising and arranging is covered for 90% of the claim, without any upper limit.
- For compulsory classes of insurance (such as Third Party Motor or Employers Liability), insurance advising and arranging is covered for 100% of the claim without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS on 0800 678 1100 or 020 7892 7300 or [www.fscs.org.uk](http://www.fscs.org.uk)