



Information about our life insurance services

1. Who we are

U K Insurance Business Solutions Limited. Registered office: Churchill Court, Westmoreland Road, Bromley, Kent, BR 1DP.

Registered in England and Wales No: 05196274.

2. Who regulates us?

U K Insurance Business Solutions Limited is authorised and regulated by the Financial Conduct Authority. Registration number: 313783.

You can check this by viewing the Financial Services Register which can be accessed from the Financial Conduct Authority's website www.fca.org.uk.

3. The service we offer

We act as an insurance intermediary, representing the customer. We introduce Direct Line customers to AIG Life Limited (AIG) for life insurance and life insurance with critical illness.

You will not receive any advice or a recommendation from us. We will give you information to help you make the decision whether the insurance policies offered are right for you and any decision to buy will be solely your responsibility.

4. Ownership

We are part of the Direct Line Group, along with U K Insurance Limited who provides Direct Line's general insurance contracts. AIG Life Limited is not part of the Direct Line Group.

5. Our fees and how we are remunerated by the insurer

We will not charge you any fees for our service.

If you choose to purchase a Life policy from AIG, we will receive commission from them which is included as part of the premium you pay.

6. What to do if you have a complaint

If you wish to register a complaint about U K Insurance Business Solutions Limited, please contact us at:

U K Insurance Business Solutions Limited Customer Relations
Churchill Court Westmoreland Road Bromley
Kent
BR1 1 DP
Telephone 0208 970 7030

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

7. Financial Services Compensation Scheme

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.

For these types of protection policies 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 at www.fscs.org.uk.