



about our insurance services



Aria Insurance Services Limited
Sussex House, Perrymount Road,
Haywards Heath, West Sussex RH16 1DN

1 The Financial Conduct Authority (FCA)

The FCA 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 for accident, assistance, damage to property, general liability, legal expenses, miscellaneous financial loss and sickness.

Ask us for a list of insurers we offer insurance from.

- We only offer products from a single insurer.

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 for our 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?

Aria Insurance Services Limited trading as Aria Assistance, Registered Address: Cutlers Exchange, 123 Houndsditch, London, EC3A 7BU is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 311883.

Our permitted business is advising customers on non-investment contracts, making arrangements with a view to transactions in non-investment insurance contracts, dealing as an agent in non-investment insurance contracts, 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.fsa.gov.uk/register/home/do or by contacting the FCA on 0800 111 6768.

6 Ownership

Aria Insurance Services Limited owns 100% of the share capital of Aria Insurance Limited and is indirectly owned by a company which also owns PTI Insurance Company Limited.

7 What to do if you have a complaint?

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

...in writing Write to Aria Assistance, Quality Department, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN

...by phone Telephone 0844 338 5799

...by e-mail Email quality@aria-assistance.co.uk

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

8 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 90% of the claim, without any upper limit.

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