

**keyfacts**®

## about our insurance services

British Gas Services Limited  
The Causeway, Staines, Middlesex TW18 3BY

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### 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 only offer products from a limited number of insurers.  
Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

### 3. Which services 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 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?**

British Gas Services Limited is authorised and regulated by the Financial Services Authority. Our FSA register number is 490568.

Our permitted business is the sale and administration of general insurance contracts.

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. What to do if you have a complaint**

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

... **in writing**      British Gas Services, Customer Relations, PO BOX 4394,  
Dunstable, LU6 9LG

... **by phone**      Telephone 0800 294 9650

If you cannot settle your complaint with us, you may be entitled to refer it 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 90% of the claim, without any upper limit.

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