

# keyfacts

**LLOYD VINE**  
INSURANCE BROKERS

## about our insurance services

Allston, Allington Lane  
Fair Oak  
EASTLEIGH  
Hampshire  
SO50 7DE

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### 1. The Financial Services Authority (FSA)

The FSA 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. Our level of service is indicated by the ticked boxes. Our full Terms of Business letter in respect of insurance mediation activities may be provided on request or viewed on our website at [www.lloydvine.co.uk](http://www.lloydvine.co.uk).

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### 2. What products do we offer?

- We offer products from a range of insurers. A list of our insurers can be provided on request.  
 We only offer products from a limited number of insurers.

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

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

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### 4. What will you have to pay us for our services?

- A fee of £10.00 on the placement of cover for all new policies. Full details of other fees we may charge are detailed in our Insurance Mediation Terms of Business letter.  
 No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

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### 5. Who regulates us?

**Lloyd Vine Insurance Brokers** of Allston, Allington Lane, Fair Oak, Eastleigh, Hampshire, SO50 7DE is authorised and regulated by the Financial Services Authority. Our FSA Register number is 146521.

Our permitted business includes arranging general insurance contracts. Our scope of permissions also extends to Investment Business and advising on regulated mortgage contracts and arranging (bringing about) regulated mortgage contracts. We would provide you with another keyfacts document about these services if you raised a query in this respect.

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 6061234.

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### 6. Ownership

Lloyd Vine Insurance Brokers is owned by the trading partnership of A P L & S D Vine

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### 7. What to do if you have a complaint

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

...in writing: Write to Lloyd Vine Insurance Brokers, Complaints Department, Allston, Allington Lane, Fair Oak, Eastleigh, SO50 7DE.

...by phone Telephone: 023 80601601

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

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### 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.

Regulated 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. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

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

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