

keyfacts®

About our insurance services



Chartis Europe Limited
The Chartis Building
58 Fenchurch Street
London
EC3M 4AB

Initial Disclosure Document

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.
- We only offer products from a single insurer, Chartis Europe Limited, for travel insurance.

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 for travel insurance. 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 on how to proceed.

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

- An administration fee of £15 is payable if this insurance policy is cancelled after the 14 day cooling off period.
- No fee for travel insurance.

5. Who regulates us?

Chartis Europe Limited is authorised and regulated by the Financial Services Authority (FSA Registered number 202628). This information can be checked by visiting the FSA website (www.fsa.gov.uk/register). Registered in England: company number 1486260. Registered address: The Chartis Building, 58 Fenchurch Street, London EC3M 4AB.

6. Ownership

Chartis Europe Limited is 100% owned by Chartis Inc. incorporated in the United States of America.

7. What to do if you have a complaint

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

In relation to sales and administration matters:

The Customer Services Manager, Barclaycard Travel Insurance, PO Box 2157, Shoreham by Sea, West Sussex BN43 9DH

Phone: 0845 602 7075

E-mail: barclaycardtravelinsurance@chartisinsurance.com

In relation to claims matters for all sections apart from section K:

The Customer Care Manager, Barclaycard Travel Insurance Claims Department, PO Box 2157, Shoreham by Sea, West Sussex BN43 9DH

Phone: 0845 602 7078

E-mail: barclaycardtravelclaims@travelguard.com

In relation to claims matters under section K:

The Claims Manager, IPP Claims Office, IPP House, 22-26 Station Road, West Wickham, Kent, BR4 0PR

Phone: 020 8776 3752

E-mail: info@ipplondon.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)?

Chartis Europe Limited is covered by the FSCS. If we are unable to meet our financial obligations you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim.

For this type of insurance, 90% of your claim is covered, without any upper limit. Further information about compensation scheme arrangements is available at www.fscs.org.uk and on 0207 892 7300, or 0800 678 1100.