



about our insurance services

AEON Financial Services Ltd

135B Bawtry Road, Wickersley,
Rotherham, S66 2BW

1. The Financial Conduct Authority (FCA)

The FCA 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.

2. Whose products do we offer?

- We offer products from a range of insurers for the non-investment insurance products that we offer.
- We only offer products from a limited number of insurers.
- 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 for all non-investment insurance contracts.
- 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 is payable for all non-investment insurance contracts.
You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

AEON Financial Services Ltd of 135b Bawtry Road, Wickersley, Rotherham, S66 2BW is authorised and regulated by the Financial Conduct Authority. Our financial services register number is 414369.

Our permitted business is advising on and arranging investments, mortgages and general insurance.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA 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: Write to Mr Anthony Long, AEON Financial Services Ltd, 135b Bawtry Road, Wickersley, Rotherham, S66 2BW.
 - By phone: Telephone 01709 730600
- 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.

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.