

## About our insurance services

### 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 only offer products from a limited number of insurers.
- We only offer a product underwritten by Rentokil Insurance Limited to insure residential properties for the costs of treating active infestations of certain woodboring insects.

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

- A fee
- No fee

### 4. Who regulates us?

Rentokil Woodworm e-cover is a trading name of Rentokil Insurance Limited, Compass House, Manor Royal, Crawley, West Sussex, RH10 9PY, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority.

Our Financial Services Register number is 202318.

Our permitted business is carrying out and effecting insurance contracts.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

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

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

in writing.....Rentokil Insurance Limited, Compass House, Manor Royal, Crawley, West Sussex, RH10 9PY

by phone .....01342 332560 or 0800 389 6928

by email .....[insurance@rentokil.com](mailto:insurance@rentokil.com)

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

For further information please visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### 6. 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.