

# About our Service for Car and Van Insurance

This web site is operated by Alliance Internet Ltd.

You may contact Alliance Internet Ltd at :-

Alliance Internet Ltd,  
Tudor Cottage, Macclesfield Road,  
Holmes Chapel,  
Cheshire,  
CW4 8AL

## **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.

## **2. Which service will we provide you with?**

You will not receive advice or any 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.

## **3. Whose products do we offer?**

For car and van insurance we work with Renew Insurance Services Ltd trading as Likewise Insurance. Likewise Insurance offer a range of insurance products from over 30 insurers. Please feel free to ask Likewise Insurance for a list of the products together with their respective insurers. So by going through us you will have products offered from a limited number of insurers.

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

Nothing. We do not charge a fee.

## **5. Who regulates us?**

Alliance Internet Limited is an Introducer Appointed Representative of Renew Insurance Services Ltd, Rosalind Franklin House, Fordham Road, Newmarket, Suffolk CB8 7XN who are authorised and regulated by the Financial Services Authority.

Renew Insurance Services's FSA Register number is 478251.

Alliance Internet Limited can be found on the FSA register as an Introducer Appointed Representative under FSA register number 429158.

Renew Insurance Services's permitted business is insurance mediation (non-investment 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**. Write to Feedback at Alliance Internet Ltd, Tudor Cott,  
Macclesfield Road, Holmes Chapel, Cheshire, CW4 8AL

... **by phone**. Telephone 01477 535920

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 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 compensation scheme arrangements is available from the FSCS.