

keyfacts

about our insurance services



Community First, Unit C2, Beacon
Business Centre, Hopton Park,
Devizes, Wiltshire SN10 2EY

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.
- We only offer products from a limited number of insurers.
Ask us for a list of insurers we offer insurance from.
- We only offer a product from Zurich Municipal for village hall, parish council and playing field association insurance.

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs for 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 this service?

- A fee- maximum 20% of the premium for village hall, parish council and playing field association insurance.
- No fee for 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?

Community First, Unit C2 Beacon Business Centre Hopton Park Devizes Wiltshire SN10 2EY.

Community First is authorised and regulated by the Financial Conduct Authority.

Our FCA Register number is FRN 311971

Our permitted business is non investment insurance contracts.

You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 0800 111 6768

6. Ownership

Community First is a company limited by guarantee, registration number 1757334.
Community First is a registered Charity number 288117.

7. What to do if you have a complaint

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

... in writing to Community First, Unit C2 Beacon Business Centre Hopton Park Devizes
SN10 2EY

... by phone 01380 722475

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)

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.

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