



about our insurance services

Parksure © is a Trading Style of Cass-Stephens Insurances Ltd.

Cass Stephens Insurances Ltd

Windsor House, 200 Barnwood Fields, Barnett Way,
Gloucester, GL4 3RT

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 can only offer products from a limited number of insurers.
Ask us for a list of insurers we offer insurance from.
- ☒ We only offer products from a single insurer, Ecclesiastical Insurance Office Plc. for Home 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 Home Insurance.
- ☒ You will not receive advice or a recommendation from us for Home 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 about how to proceed.

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

- ☒ A fee.
- ☐ No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

Cass Stephens Insurances Ltd, Windsor House, 200 Barnwood Fields, Gloucester GL4 3RT is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 310323.

Our permitted business is advising on and arranging general insurance contracts.

You can check this on the FCA's 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 Parksure Department C/o Cass Stephens Insurances Ltd, Windsor House, 200 Barnwood Fields, Barnett Way, Gloucester. GL4 3RT
- ... by phone Telephone 01452 314413

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 the compensation scheme arrangements is available from the FSCS.