



about our services

Quote-Supermarket Limited

93 Eachelhurst Road
Birmingham
B24 0NU

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it

2. Whose products do we offer?

Insurance

- We offer products from a range of insurers
- We only offer products from a limited number of insurers for Buildings and Contents insurance, Life Insurance, Critical illness and Accident, Sickness & Unemployment insurance. Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

Mortgages

- We offer mortgages from a comprehensive range of lenders.
- We only offer mortgages from a limited number of lenders.
- We only offer mortgages from a single lender.

3. Which service will we provide you with?

Insurance

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us for Life, Critical Illness, and Buildings & Contents 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.

Mortgages

- We will advise and make a recommendation for you on mortgages after we have assessed your needs.
 - You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of mortgages that we will provide details on. You will then need to make your own choice about how to proceed.
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4. What will you have to pay us for our services?

Insurance

- A fee.
 No fee.

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

Mortgages

- No fee, we will receive commission from the lender or product provider.
 A fee.

You will receive a key facts illustration when considering a particular mortgage, which will tell you about any fees relating to it.

Refund of fees

If we charge you a fee, and your mortgage does not go ahead, you will receive:

- A full refund
 No refund.

5. Who regulates us?

Quote-Supermarket Limited, 93 Eachelhurst Road, Erdington, Birmingham, B24 0NU which is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 568522

Our permitted business is advising and arranging on Non-investment Insurance and Mortgages

You can check this on the Financial Services Register by visiting the FCA's website

www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 1116768

6. What to do if you have a complaint

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

In writing: Write to: Quote Supermarket Limited, 93 Eachelhurst Road, Birmingham, B24 0NU.

By phone: Telephone: 01213512814

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

Insurance advising and arranging is covered for 90% of the claim with no upper limit.

Mortgages

Mortgage advising and arranging is covered for 100% of £50,000.

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