



about our insurance services

Easy Travel & Tours Ltd
T/A Best2Insure

Suite 215 Linen Hall, 162-168 Regent
Street, London W1B 5TG

1. The Financial Services Authority (FSA)

The FSA 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? [Note 4]

- We offer products from a range of insurers for Travel Insurance, Motor Insurance, House & Contents Insurance, Commercial Property, Business & Commercial Insurance, Taxi & Coach Insurance, Fleet Insurance, Restaurant & Takeaway Insurance, Doctors, Dentists & Vets (Surgery Insurance).
- We only offer products from a limited number of insurers
- We only offer products from a single insurer.

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs for travel insurance connected to the holiday/travel packaged purchased.
- You will not receive advice or a recommendation from us for Motor Insurance, House & Contents Insurance, Commercial Property, Business & Commercial Insurance, Taxi & Coach Insurance, Fleet Insurance, Restaurant & Takeaway Insurance, Doctors, Dentists & Vets (Surgery 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 this service?

- A fee as follows:

New Business	£25
Renewals	£20
Cancellations	£25
Duplicate Documents	£15
Returned Cheques	£20
Mid-Term Amendments	£25
Payment of Premium by Credit Cards: 2% will be charged on the total amount i.e. premium plus IPT	
- 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

Easy Travel & Tours Ltd T/A Best2Insure, Suite 215 Linen Hall, 162-168 Regent Street, London W1B 5TG is authorised and regulated by the Financial Services Authority. Our FSA Register number is 487912. Our permitted business is arranging non-investment insurance contracts and advising and arranging on connected Travel Insurance.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/ or by contacting the FSA on 08456061234.

6. What to do if you have a complaint

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

- ... in writing Write to The Complaints Manager, Easy Travel & Tours Ltd T/A Best2Insure, Suite 215 Linen Hall, 162-168 Regent Street, London W1B 5TG
- ... by phone Telephone 0203 0066300

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.