

## ABOUT OUR INSURANCE SERVICES

Defender Extended Warranty Administration is a trading style of Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. Car Care Plan Limited is a general insurance intermediary.

### 1. THE FINANCIAL CONDUCT AUTHORITY (FCA)

The FCA 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?

We only offer products from a limited number of insurers: Motors Insurance Company Limited for Warranty and MOT products and Automobile Association Limited for Assistance products.

### 3. WHICH SERVICE WILL WE PROVIDE YOU WITH?

- 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. We may ask you some questions to narrow down the selection of products that we will provide details on. You will 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?

Car Care Plan Limited (trading as Defender Extended Warranty Administration), Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG is authorised and regulated by the Financial Conduct Authority.

Our Financial Services Register number is 309268. Our permitted business is arranging general insurance contracts and we act for and on behalf of the insurer. You can check this on the Financial Services Register by visiting the FCA's website: [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768.

### 6. OWNERSHIP

Car Care Plan Limited is a wholly owned subsidiary of Car Care Plan (Holdings) Limited who also wholly own the insurance undertaking Motors Insurance Company Limited.

### 7. WHAT TO DO IF YOU HAVE A COMPLAINT

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

In writing: The Complaints Team, Defender Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

By phone: 0344 573 8055.

By email: [complaints@motor-admin.com](mailto:complaints@motor-admin.com).

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 Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if the insurer is unable to meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim amount, without any upper limit.

For more information about the scheme (including the amounts covered and who can claim), you can contact the FSCS helpline on 0800 678 1100 or 0207 741 4100, visit their website at: [www.fscs.org.uk](http://www.fscs.org.uk) or write to: Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY.

### 9. REMUNERATION

This product is provided to us by the insurer for a net premium. The difference between the retail price you pay for this product and the net premium, less any applicable taxes, is retained as commission by the parties involved with the supply of this product.

Where you purchase this product online there is no individual sales commission. Where you purchase it via the telephone, the telephone agent receives a monthly commission based on the number of sales completed.