



## Initial Disclosure Document

### About our insurance services and costs

#### 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates the financial services. This document has been designed by the FCA to be given to consumers considering buying certain financial products. Use this information to decide if our services are right for you.

#### 2. Whose products do we offer?

- ✓ We offer products from a single insurer—life insurance, critical illness cover and sick pay. We will inform you of the main details of the cover and any significant exclusion. Cover is provided on the basis of the information you have provided.
- We can only offer products from a limited number of insurers for life insurance, critical illness cover, sick pay protection, general insurance (including buildings and contents insurance)
- We offer products from a range of different insurers for life insurance, sick pay and cash plans, and critical illness.

#### 3. Which service will we provide you with?

- ✓ You will not receive advice or a recommendation from us for any of our products mentioned above. 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.
- We will advise and make a recommendation for you after we have assessed your needs.

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

- No fee for cash plan policies, surgical cash plan policies, life and sick pay protection policies if paid on an annual basis
- ✓ A 10% administration fee will be charged on the base premium for life and sick pay protection policies if they are paid in monthly installments. This fee is not included for anyone paying annually.

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

#### 5. Who regulates us?

ESMI Life cover is arranged by Compass Underwriting. Compass and Compass Underwriting are trading names of ViVet Limited. ESMI is an appointed representative of ViVet which is authorised and regulated by the Financial Conduct Authority. FCA number is 565709. You can check

this on the Financial Services Register by visiting [www.fsa.gov.uk/register/](http://www.fsa.gov.uk/register/) or by calling 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: The Customer Service Manager, Compass Underwriting**  
Suite 214, 75 King William Street, London, EC4N 7BE.

....by phone      Telephone: 0800 032 4456

....by email      Email us at [info@compassuw.co.uk](mailto:info@compassuw.co.uk)

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

### Online Dispute Resolution

Alternatively, If you purchased your insurance online, please note that you can, if you wish, also submit your complaint via the Online Dispute Resolution (ODR) Platform set up by the European Commission. This service has been set up to help residents in the European Union (EU) who have bought goods or services online, get their complaint resolved. You can access the ODR Platform by going to the following link:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>

This does not affect your right to submit your complaint following the process above.

## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

Compass Underwriting is a member of the Financial Services Compensation Scheme. 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 90% of the claim with no upper limit. Further information about compensation arrangements is available from the Financial Services Compensation Scheme.

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## Statement of Demands and Needs

### Life Cover

This product is suitable for those who wish for their estate to receive a lump sum in the event of their death within the term of the policy.