

# Initial Disclosure Document.

## 1. Quotezone™. Who regulates us?

Quotezone is a trading name of Seopa Limited. Seopa Limited ( 8-10 Amelia Street Belfast, County Antrim, N.Ireland. BT2 7GS) is regulated and authorized by the Financial Services Authority (FSA) as an insurance intermediary for general insurance products. Our FSA Register number is 313860.

You can check this on the FSA's Register by visiting the FSA's website: [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

Our permitted business is insurance mediation for non-investment general insurance contracts and within this area we specialise by providing a quote comparison technology system for systems such as breakdown, car, van, bike, home, pet and travel insurance. For some classes of insurance we offer a page which allows you to choose who you want to use and provide links to their websites. For products such as boat, minibus, taxi and term life insurance, we ask you to complete a basic data form so that we can arrange for one or more insurance brokers or companies to contact you.

The other services we offer on our web site are not regulated by the FSA however the Financial Ombudsman Services has now been extended to handle some complaints under the Consumer Credit Act.

The following details relate only to our insurance intermediary operations and the details about the complaints system refer to both insurance intermediary operations and, where applicable, complaints related to business we do under the consumer credit license we hold.

## 2. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. You should use this information to decide if our services are right for you.

## 3. Whose products do we offer on our comparison insurance services?

Quotezone's UK breakdown, car, bike, van, home, pet and travel insurance quote technology compares quote indications from a panel of providers who may be insurance companies or brokers.

We do this in real time, so you only have to fill in one form to compare a number of UK insurers.

When the quote indications are listed you will be advised who the quote indications are from. You can then access those firms directly for a full quote from their web site(s).

## 4. Which service will we provide you with on our insurance comparison services?

Quotezone.co.uk is a quote comparison system and internet directory - we are not an insurance or financial broker. We do not sell insurance. We allow you to use our systems free of charge to compare quotes from a number of insurers, finance companies and other sources. However, we cannot and do not accept responsibility for the accuracy of any quotes displayed to users of our site. In order to reduce the number of fields you must fill in, Quotezone makes a number of assumptions about you. For example, we may assume that you do not have any medical conditions that could affect your insurance premium when we get quotes through our insurance systems. To get a 100% accurate quote from an insurer, broker or finance company, you must contact them directly. However, the quotes that you receive from Quotezone should

be accurate enough to let you identify which companies are most likely to offer you a competitive premium.

As Quotezone.co.uk gives an indication of the true quote you will receive from the various insurers or other companies, it is entirely your responsibility to ensure that all information used by an insurer in arranging an insurance policy for you is correct. Quotezone.co.uk are not in any way responsible for any inaccuracies in any insurance policy taken out by you from any insurance company or broker, whether or not they are listed on the quotezone.co.uk website.

It is your responsibility to discuss your insurance and/or financial requirements and details with any insurer, broker, or company before taking out an insurance policy or entering into any other financial agreement. Failure to do this could for example result in you taking out insurance which is not suitable for your requirements and which may be inadequate in the result of a claim. By taking out insurance from any of these insurers, you are accepting that insurers terms and conditions. By making any agreement with any company listed on Quotezone.co.uk, you are accepting that company's terms and conditions.

You will not receive advice or a recommendation from us. We ask a limited range of 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 and when you do you will need to check the details taken by the insurer/broker and add any further information that is material for them to provide you with a firm quote.

5. What about our non-comparison insurance services?

On some of our web pages we will offer you the chance to transfer to a third party provider who may be able to help you obtain the quotation you want. This gives you flexibility and choice. The link we offer will show you who you will be transferred to. Whatever service you choose, once you leave our web site you will land on a third parties web site. We cannot be responsible for the third parties service.

For some other systems such as term life insurance, we ask you to provide us with some basic data so that we can ask one or more insurance brokers or direct insurers to contact you.

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

No. We allow you to use our systems free of charge to compare quotes from a number of insurers, finance companies and other sources, or to offer a website where you can transfer to another website to use their services.

7. Unsolicited emails and phone calls

Most websites will send a confirmation email once a quote has been completed on their website, but as we go to a large number of websites with our technology, you could receive further emails or phone calls from our partners. If you click through to a third party website from our website, we cannot guarantee you will not be contacted by these parties. We recommend that you read their Terms & Conditions regarding your right to opt-in or out of receiving further contact from them.

8. Ownership

We are pleased to say that we are **independently owned**.

9. Complaints procedure

**Service standards**

We aim to provide a high level service to all our customers. Seopa has an internal complaints procedure which will deal with complaints promptly and fairly. Seopa investigate all complaints competently, diligently and impartially. We aim to resolve all issues as quickly as possible and will always keep you informed of how your complaint is progressing.

**What to do if you have a complaint?**

If you have a complaint about our service, please contact us by email or writing to us at Seopa Limited, Customer Relations, 8-10 Amelia Street Belfast. County Antrim. BT2 7GS. N. Ireland. Should you wish to use an alternative means of communication, we are happy on request to correspond with you by telephone or fax. Please include your name and address, a contact telephone number, your quote number and details of why you are unhappy. This will help us to respond to you as quickly as possible.

For the purposes of handling complaints our working day is 9am to 5pm Monday to Friday, excluding Bank Holidays.

**Financial Ombudsman Service** You may after eight weeks, or if you are unhappy with our response to your complaint, contact the Financial Ombudsman Service (FOS) who may be contacted at South Quay Plaza, 183 Marsh Wall, London E14 9SR, Telephone 0800 0234567.

Web [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

If your complaint is regarding a product or service that you have purchased via this website, then you should complain directly to the relevant product or service provider responsible for supplying the product or service about which you wish to complain.

We cannot answer complaints on behalf of a product or service provider or accept responsibility for any such complaints. We recommend that you visit the website of the product or service provider and follow their complaints procedure if you wish to make a complaint against them.

10. 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 90% 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 compensation scheme arrangements is available from the FSCS.