

FINE ART LOGISTICS LIMITED

ABOUT OUR INSURANCE SERVICES

1. The Financial Services Authority (FSA)

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

2. Whose products do we offer?

We offer products from a range of insurers

We only offer products from a limited number of insurers.
Ask us for a list of insurers we offer insurance from.

We only offer products from a single insurer

3. Which services 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 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 our services?

A fee.

No fee for arranging insurance cover if this is required.
You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

FINE ART LOGISTICS LIMITED

5. Who regulates us?

Fine Art Logistics Limited of Cadogan House, 6-12 Ponton Road, London SW8 5BA is an Appointed Representative of CTGMS Ltd, of Cadogan House, 239 Acton Lane, Park Royal, London NW10 7NP, which is authorised and regulated by the Financial Services Authority, Register Number 473701.

Our permitted business is advising on and arranging general insurance contracts.

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 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 Group Risk Manager, CTGMS Ltd, 239 Acton Lane, Park Royal, London, NW10 7NP.

..... **by phone** Telephone 020 8963 4056

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% for the first £2,000 and 90% of the remainder of the claim, without any upper limit.

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