

# keyfacts<sup>®</sup>

**Albany Asset Management Ltd.**  
**162 Buchanan Street, Glasgow. G1 2LL**

## **The Financial Conduct Authority (FCA)**

The Financial Conduct Authority is the independent financial services regulator. It requires us, Albany Asset Management Limited; to give you this important information to help you decide if our services are right for you.

## **Whose Products do we offer?**

We offer products from a wide range of insurers. If you require a copy of the list please ask us and we will be pleased to forward an up to date list to you.

## **Which services will we provide you with?**

We will advise and make a recommendation for you after we have assessed your needs for:-

Private Motor Insurance	Private Medical Insurance
Household Insurance	Term Assurance (life Insurance)
Travel Insurance	Critical illness cover
Business Insurance	Income protection
Commercial Vehicle 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.

## **Who regulates us?**

Albany Asset Management Ltd of 162 Buchanan Street, Glasgow, G1 2LL is authorised and regulated by the Financial Conduct Authority. Albany Asset Management's FCA Registration number is 189624. You can check our status on the FCA register by visiting the FCA website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register), or by contacting the FCA on 0845 606 9966.

## **What will you have to pay for our services?**

We do not make a charge for arranging any of our policies. We may charge a fee in accordance with the attached scale of Fee's. In relation to our remuneration we normally receive payment for our services by way of commission from the insurers or product providers and information on this can be obtained on request. We also offer a fee based service on request if preferred.

## **Contract Certainty**

The Insurance industry is often called upon at very short notice to provide protection for customers wishing to transfer a risk. However quite often there is uncertainty either by the customer as to exactly what level of protection was provided and for the insurer not knowing exactly what it is they are insuring. To help avoid disputes from uncertainty the insurance industry has produced a code of good practice to help provide contract certainty before protection starts. Albany Asset Management Ltd has agreed to abide by the code which requires the full wording be agreed by all parties before any insurer formally commits to the contract. The code also has service standard for issuing appropriate evidence of cover in reasonable time. These are within 30 calendar days after inception or renewal date for commercial customers or within 7 working days after inception or renewal date for retail customers.

### **Consumer Credit Act**

Albany Asset Management Ltd is registered under the Consumer Credit Act 1974 and operates under the terms and conditions of a Standard Licence.

### **Conflict of Interest**

An occasion may arise where we, one of our product providers or clients may have a potential conflict of interest with the business being transacted for you. If this happens and we become aware that a potential, conflict of interest exists we will write to you and obtain your consent before we carry out your instructions and detail the steps we will take to ensure fair treatment.

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

If you wish to register a complaint, please contact us in writing to The Complaints Officer at Albany Asset Management Ltd, 162 Buchanan Street, Glasgow, G1 2LL or by telephoning us on 0845 602 0339. If you cannot settle your complaint with us you may be entitled to refer it to the Financial Ombudsman Service.

### **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 upon the type of business and 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. More information about the compensation scheme arrangements is available from the FSCS. Their website can be found at [www.fscs.org.uk](http://www.fscs.org.uk)

### **Data Protection Act**

We are registered under the Data Protection Act and abide by our obligations under our registration. For further details you can visit the Data Protection website at [www.informationcommissioner.gov.uk/](http://www.informationcommissioner.gov.uk/)

### **Money laundering/Proceeds of crime**

Under UK money laundering regulations we are obliged to report to the serious organised crimes agency any situation giving rise to a suspicion of money laundering and are prohibited from disclosing any such report.

## About Our Scale of Administration Fees

As of 1<sup>st</sup> April 2014  
(In addition to the policy premium)

A replacement copy of an Employers Liability Certificate	Electronic Copy Paper Copy	No Charge £10.00
A replacement copy of your Policy Schedule	Electronic Copy Paper Copy	No Charge £10.00
Completion of Council questionnaires	No Charge	
Policy amendments	No Charge	
Setting up your policy	No Charge	
Direct Debit Defaults	£15.00	
Dishonoured Cheques	£10.00	
Credit Card Charge	2% of CC Payment	

### Cancellation of your policy

You may cancel your cover at any time by writing to us. On cancellation of your policy or part of your policy, your insurer may allow a refund. This will be paid to you in full, less any commission repaid to insurers. Please note that our full commission is earned at point of sale or renewal of your cover.