



...peace of mind for whatever is beyond your horizon

About Our Insurance Services

1. Whose products do we offer?

We will offer you our Prima Premier, Prima Classic, Prima Ibérica and Prima Europa plans which are underwritten by AXA PPP International.

We will offer you our Annual Multi-Trip Policy which is underwritten by Millstream Underwriting Limited on behalf of AGA International SA and is administered in the UK by world renowned Mondial Assistance (UK) Ltd who are authorised and regulated by the Financial Services Authority.

2. Which service will we provide you with?

You will receive information on our products only and you will not receive advice or a recommendation from us with regard to other insurer's products. We may ask some questions to determine the plans that we will provide details on. You will then need to make your own choice about whether you take out one of our plans.

If you are seeking advice we recommend that you consult an Insurance Broker.

3. What will you have to pay for our services?

There is no fee for our services.

4. Who regulates us?

à la carte healthcare ltd and AXA PPP International are authorised and regulated by the Financial Services Authority. à la carte healthcare ltd's FSA register number is 311496. AXA PPP International's FSA register number is 202947.

à la carte's permitted business is arranging general insurance contracts, in particular international private medical insurance and travel insurance.

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.

5. Ownership

à la carte healthcare ltd is a privately owned company.

6. What to do if you have a complaint

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

In writing:

Managing Director
à la carte healthcare limited
Chanctonfold Barn
Chanctonfold
Horsham Road
Steyning
West Sussex
BN44 3AA
United Kingdom

By Email managingdirector@alchealth.com

By Telephone +44 (0) 1903 817970

If you cannot settle the 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)

à la carte healthcare ltd and AXA PPP International are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if the insurer cannot meet its obligations. This depends on the type of insurance and the circumstances of any claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about the compensation scheme arrangements is available from the FSCS website at www.fscs.org.uk

www.alchealth.com

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