

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

1. Whose products do we offer?

We will offer you our Prima Premier and Prima Classic plan which are underwritten by Allianz Worldwide Care Ltd.

We will offer you our Annual Multi-Trip Policy which is underwritten by ELVIA Travel Insurance N.V. and administered in the UK by 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 is authorised and regulated by the Financial Services Authority. Our FSA register number is 311496.

Our 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@alhealth.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)

We 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 100% of the first £2,000 and 90% of the remainder 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

HEAD OFFICE

Chanctonfold Barn Chanctonfold Horsham Road
Steyning West Sussex BN44 3AA United Kingdom
T +44 (0) 1903 817970 F +44 (0) 1903 879719
www.alctravel.eu www.prima-iberica.eu

IBERIAN OFFICE

Centro Plaza Oficina 10
Planta 1 Nueva Andalucia
29660 Marbella Málaga Spain
T +34 952 93 16 09
F +34 952 90 67 30 CIF N0069627H

