



about our services

Netbasic Limited t/a Protected.co.uk
9 Funtley Court
Funtley Hill
Fareham
Hampshire
PO16 7UY

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
3	Which service will we provide you with?
	You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products or product coverage that you are looking for. You will then need to make your own choice about how to proceed.
4	What will you have to pay us for our services?
	No fee.
5	Who regulates us?
	<p>Netbasic Limited, 9 Funtley court, Funtley Hill, Fareham, Hampshire, PO16 7UY is authorised and regulated by the Financial Services Authority.</p> <p>Our FSA Register number is 441774.</p> <p>Our permitted business is insurance mediation.</p> <p>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.</p>

6	What to do if you have a complaint
	<p>If you wish to register a complaint, please contact us:</p> <p>Write to us at Netbasic Limited, 9 Funtley court, Funtley Hill, Fareham, Hampshire, PO16 7UY</p> <p>Phone us on 01329 828448</p> <p>We will acknowledge and investigate your complaint and then provide you with a written response. Where appropriate we will try to resolve your complaint within 48 hours. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.</p>
7	Are we covered by the Financial Services Compensation Scheme (FSCS)?
	<p>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.</p> <p>Insurance advising and arranging is covered for up to 90% of the amount of the claim, without any upper limit.</p>

You will receive a quotation which will be based on standard rates based on a standard life. Only after underwriting by the insurer will the premium be confirmed. Those rates may change after underwriting takes place and cover may even be declined or offered at other terms. The quote will tell you about any other fees relating to the particular insurance policy.