



## For Countrywide Assured plc

- w These terms of business apply from the date of your first appointment with your Countrywide Assured plc adviser. They will continue to apply until you or Countrywide Assured plc advise otherwise in writing.
- w Countrywide Assured plc is authorised and regulated by the Financial Services Authority. This means we are bound by its rules.
- w You can check our details on the FSA's register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.
- w Countrywide Assured plc provides Life Assurance, Income Protection Insurance and Personal Pension Products. We will be happy to provide further information on any of our products.
- w For any Investment or Protection advice that we give, we will:
  - *identify your needs and objectives*
  - *make recommendations (based on your needs and objectives)*
  - *explain why our recommendations are appropriate to your personal circumstances.*

We will confirm this information in writing, which you will receive after you have been given advice.

- w Your adviser represents Countrywide Assured plc only. Countrywide Assured plc can only give advice on Life Assurance and Income Protection Insurance of Countrywide Assured plc.
- w Countrywide Assured plc will accept responsibility for any advice given to you by its advisers.
- w Countrywide Assured plc operate internal complaint handling procedures for dealing with complaints about any aspect of our service or products. A leaflet summarising these procedures is available on request.

If you wish to complain about any aspect of the service you have received, please contact us either by putting your complaint in writing to:

Customer Relations, Countrywide Assured plc,  
Harbour House, Portway, Preston, PR2 2PR.

Or by contacting our customer helpline on

*freephone 0800 262536*

If your complaint is not dealt with to your satisfaction you can then complain to the:

Financial Ombudsman Service, South Quay Plaza,  
183 Marsh wall, London, E14 9SR.

Telephone: 0845 080 1800.

Making a complaint will not prejudice your right to legal proceedings.

- w If you are not happy with our decision, or if we are unable to provide our decision within eight weeks of receiving your complaint you may then refer your complaint to the Financial Ombudsman Service. This is an independent complaints resolution scheme.
- w We are covered by the Financial Services Compensation Scheme. 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% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. Further information about compensation arrangements is available from the Financial Services Compensation Scheme.

**PLEASE READ THIS  
DOCUMENT  
CAREFULLY.  
IT SETS OUT  
IMPORTANT  
INFORMATION  
ABOUT THE STATUS  
OF YOUR ADVISER**



## Countrywide Assured

Telephone calls may be monitored and/or recorded to enable us to improve our service to you.

Countrywide Assured plc. Registered in England: 2261746. Registered Office: Harbour House, Portway, Preston, Lancs. PR2 2PR.

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