



about our services and costs



Private Healthcare Adviser

Private Healthcare Advisers Ltd
2 Albany Park
Cabot Lane
Poole, Dorset
BH17 7BX

1. The Financial Conduct Authority (FCA)

The FCA is an independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

Insurance

We offer products from a range of insurers for Private Medical Insurance.

3. Which service will we provide you with?

Insurance

We will advise and make a recommendation for you after we have assessed your needs for Private Medical Insurance.

4. What will you have to pay us for our services?

Insurance

No Fee is payable for our service in relation to insurance contracts.

We will be paid commission by the insurer.

5. Who regulates us?

Private Healthcare Advisers Ltd is an appointed representative of The Right Mortgage Ltd, St Johns Court, 70 St Johns Close, Knowle, B93 0NH, which is authorised and regulated by the Financial Conduct Authority. The Right Mortgage Ltd Financial Services Register number is 649443.

6. What to do if you have a complaint.

If you wish to register a complaint, please contact:

...in writing to The Right Mortgage, St Johns Court, 70 St Johns Close, Knowle, B93 0NH

...by phone Telephone 01564 732744

A summary of our internal complaints handling procedure is available on request. If we cannot settle your 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 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.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

Think carefully about the product
and services you need.