



Initial Disclosure Document About our insurance services

Mark Bates Ltd t/a Premier Care
Premier House
Londonthorpe Road
Grantham
Lincs
NG31 9SN

1. The Financial Conduct Authority (FCA)

The Financial Conduct Authority 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 Insurance products do we offer?

We only offer products from a single insurer, China Taiping Insurance (UK) Co Ltd for Premier Care Accidental Damage Insurance, Personal Liability Insurance and Mechanical Breakdown Warranty.

3. Which service will we provide you with?

We will advise and make a recommendation for you after we have assessed your needs for the above types of insurance.

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

No fee

You will receive a quotation which will tell you about any others fees relating to any particular insurance policy.

5. Who regulates us?

Mark Bates Limited t/a Premier Care of Premier House, Londonthorpe Road, Grantham, Lincs, NG31 9SN is authorised and regulated by the Financial Conduct Authority. Register number: 308390.

Mark Bates Ltd's permitted business is advising and arranging insurance contracts.

You can check this on the Financial Conduct Authority register by visiting their website www.fsa.gov.uk/register or by contacting the Financial Conduct Authority on 0800 111 6768.

6. What to do if you have a complaint

It is always our intention to provide you with a first class standard of service. Misunderstandings can, however, occur and we would prefer to know about the occasional problem than for you to remain dissatisfied.

If any problem arises in connection with this policy you should firstly discuss this with us by contacting

Complaints Manager
Mark Bates Limited
Premier House
Londonthorpe Road
Grantham
Lincs
NG31 9SN

By phone on: 01476 591104
By fax on: 01476 591543
By e-mail on: complaints@markbatesltd.com

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. The FOS is an independent organisation and will review your case. Their address is:

The Financial Ombudsman Service, South Quay Plaza, 183 March Wall, London, E14 9SR. Phone: 0800 023 4567. You can visit the Financial Ombudsman Service website at www.fos.org.uk

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

Mark Bates Ltd are covered by the Financial Services Compensation Scheme (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.