

The Camping & Caravanning Club
Greenfields House
Coventry
West Midlands
UNITED KINGDOM
CV4 8JH

The FCA is the independent watchdog that regulates financial services. 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.
- ☐ We can only offer products from a limited number of insurers.
- ☒ We can only offer products from a single insurer for travel and motor breakdown insurance.

3 Which service will we provide you with?

- ☐ We will advise and make a recommendation for you after we have assessed your needs.
- ☒ You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

4 What will you have to pay for our services?

- ☐ A fee.
- ☒ No fee.

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

5 Who regulates us?

The Camping and Caravanning Club is an appointed representative of Collinson Insurance Services Ltd trading as Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN, which is authorised and regulated by the Financial Conduct Authority. Collinson Insurance Services Limited's Financial Services Register number is 311883.

Collinson Insurance Services Limited's permitted business is advising customers on non-investment contracts, making arrangements with a view to transactions in non-investment insurance contracts, dealing as an agent in non-investment insurance contracts, assisting in the administration and performance of non-investment insurance contracts.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

6 What to do if you have a complaint?

If you wish to register a complaint, please contact us:

- ...in writing** Write to Intana, Quality Department, Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN.
- ...by phone** Telephone 01444 442 010
- ...by e-mail** Email quality@intana-assist.com

If you 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)?

Collinson Insurance Services Ltd 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.