

Initial disclosure document for:

iam|INSURED (iam|INSURED is a trading name of Upic Financial Services Limited)
Linenhall House
Watergate Street
Chester
CH1 2LR

Telephone: 0800 009 6559
Email: enquiries@iaminsured.co.uk

We are an insurance intermediary that is acting on your behalf when delivering our services to you.

You should use the information provided within this document to decide if our services are right for you.

WHAT SERVICES WILL WE OFFER?

Non-investment insurance contracts

We will provide you with guidance that will help you to choose non-investment insurance contracts that may be suitable for your needs and circumstances, although we will not provide a recommendation or advice on whether particular contracts are suitable for you or your individual circumstances. We offer products based on a fair analysis for all types of non-investment insurance contracts.

A list of the insurers we offer products from is as follows:-

- Aegon
- AIG
- Aviva
- British Friendly
- Canada Life
- Exeter
- HIVE
- HSBC
- Legal & General
- Liverpool Victoria
- MetLife
- National Friendly
- Old Mutual Wealth
- One Family
- Royal London
- Scottish Widows
- Vitality
- Zurich

Private Medical Insurance

You will not receive advice or a personal 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.

We provide Private Medical Insurance products from the following insurers:

- Aviva
- AXA
- Bupa
- Exeter
- Vitality Health

CAPTURING YOUR NEEDS

We are committed to providing you with a service that meets with your individual needs. To enable us to achieve this objective it is important that you are open and frank with us and provide us with all of the necessary information that we will need to deliver a service that reflects your needs. This will enable us to identify products and services that best meet with your personal circumstances. It will also help us to identify any specific needs regarding the methods by which we deliver our services to you. This may include additional ways of communication to those that we usually use as set out in the section of this agreement entitled “means of communication”. For example, if you need information in large font due to sight difficulties, we can provide you with that.

Further information on how we collect and use your personal data is set out in the separate Data Privacy Notice that we have issued to you.

WHAT WILL YOU HAVE TO PAY US FOR OUR SERVICES?

We arrange the policy with the insurer on your behalf. You do not pay us a fee for doing this. We receive commission from the insurer which is a percentage of the premium you pay to the insurer.

When we arrange a policy the insurer pays us a commission which is a percentage of the premium you pay to the insurer. Our adviser may also receive additional bonuses for achieving sales and quality targets. This is paid by the firm and not the insurer.

If you cancel any insurance contract that we have arranged for you within the first 24 months, where we have been paid by commission, we may charge you an administration fee of £150 to pay for the services that have already been provided to you. This amount will be to replace any commission reclaimed by the insurer. There will be no fee charged for any insurance contracts cancelled during the statutory cooling off period of any plans arranged for you.

CONFLICTS OF INTEREST

Occasions may arise where the firm, an employee, or other associates of the firm has competing professional or personal interests which may prevent these services being provided to clients in an independent or impartial manner.

We will take all appropriate steps to prevent conflicts of interests from occurring in line with the firm’s conflicts of interest policy. However, there may be occasions where a conflict of interest cannot be prevented. Where this is the case, we will disclose to you the nature of the conflict and the steps that we will take to mitigate the risks that you will be treated unfairly as a result of any conflicts identified.

We will make you aware of any conflicts of interest before the provision of services to enable you to choose whether you still wish to proceed with services. A copy of the firms’ conflict of interest policy is available on request.

We may on occasion receive minor non-monetary benefits from third parties such as product providers e.g. food and drink provided at a provider training event. Where relevant, any minor non-monetary benefits received will not conflict with our duty to act in your best interests.

WHO REGULATES US?

We are authorised and regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 809669.

Our permitted business is: advising on and arranging non-investment insurance contracts.

You can check this on the Financial Services Register by visiting the FCA's website <https://www.fca.org.uk/register> or by contacting the FCA on 0800 111 6768 (Freephone) from 8am and 6pm, Monday to Friday (except public holidays) and 9am to 1pm, Saturdays.

WHAT TO DO IF YOU HAVE A COMPLAINT

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

.....in writing Daniel Sharpe-Szunko
iam|INSURED
Linenhall House
Watergate Street
Chester CH1 2LR
daniel@iaminsured.co.uk

.....by phone 0800 009 6559

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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 will depend on the type of business and the circumstances of the claim.

Long term insurance benefits (e.g. Life Assurance)

The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.

General Insurance

General insurance advice and arranging is covered for 90% of the claim with no upper limit.

Protection is at 100% where claims arise in respect of compulsory insurance (e.g. employer's liability insurance), professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder.

Protection is at 90% where claims arise under other types of policy with no upper limit.

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

MEANS OF COMMUNICATION

We will provide information to you by whatever means are convenient to you. This could be by paper, email or other means. All such information will be made free of charge to you and in English.

You may at any time choose to request information in paper and free of charge that has previously been provided to you by means other than paper. For example, where a communication was originally sent by email.

You may at any time choose to change your preferences as to how we communicate with you. However, where you choose to do this, we will require you to confirm this change in writing to us.

ENDING YOUR RELATIONSHIP WITH US

You or we may terminate this agreement to act on your behalf at any time. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any services already provided / transactions already initiated, which will be completed unless otherwise agreed in writing. You will be liable to pay for any transactions made or carried out prior to termination in accordance with the charges as laid out in the payments section (What will you have to pay us for our services) of this agreement.

CLIENT DECLARATION

This document confirms the services offered by iam|INSURED and forms the basis upon which our recommendations will be made. For your own benefit and protection you should read this document carefully. If you do not understand any point, please ask a member of staff for further information.