



about our insurance services

GO Car Warranty
Warwick House, Roydon Road
Harlow, Essex CM19 5DY

Tel: 0800 612 1302

www.gocarwarranty.co.uk

Appointed Representative

FCA Register No: 503406

1 The Financial Conduct Authority (FCA)

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 for:

We only offer the products indicated (ticked)

- Mechanical Breakdown Insurance Guaranteed Asset Protection (GAP)
 Recovery Return to Invoice (RTI)

Ask us for a list of insurers we offer insurance from.

- We only offer products from a single insurer

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 products marked above.
 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 credit agreement or insurance policy.

5 Who regulates us?

Go Car Protect Limited t/a GO Car Warranty is an Appointed Representative of AutoProtect (MBI) Limited of Warwick House, Roydon Road, Harlow, Essex CM19 5DY which is authorised and regulated by the Financial Conduct Authority. AutoProtect's FCA Register number is 312143. AutoProtect's permitted business is arranging, advising and administering non-investment General Insurance contracts.

You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register

6 What to do if you have a complaint

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

in writing: Customer Services, AutoProtect (MBI) Limited, Warwick House, Roydon Road, Harlow, Essex CM19 5DY

by phone: Telephone: **0871 384 1167**

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

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

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 upon the type of insurance and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim. Further information is available from the Financial Conduct Authority (FCA) or FSCS. Further information about compensation scheme arrangements is available from the FSCS on the web at www.fscs.org.uk or by contacting the FSCS on 0800 678 1100.