



about our insurance services

GO Car Warranty  
Riverside House  
1 - 5 Como Street  
Romford  
Essex RM7 7DN

Tel: 0871 384 3506

**APPOINTED REPRESENTATIVE FSA Register No: 503406**

**1 The Financial Services Authority (FSA)**

The FSA 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:

**Please tick box to signify the products you offer**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Mechanical Breakdown Ins | <input checked="" type="checkbox"/> Guaranteed Asset Protection (GAP) |
| <input checked="" type="checkbox"/> Recovery                 | <input checked="" type="checkbox"/> Return to Invoice (RTI)           |
| <input checked="" type="checkbox"/> MOT                      | <input checked="" type="checkbox"/> Return to Value (RTV)             |
| <input checked="" type="checkbox"/> Van Protect              | <input type="checkbox"/>  |

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 made 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 insurance policy.

**5 Who regulates us?**

GO Car Warranty is an Appointed Representative of AutoProtect (MBI) Limited of Cambridge House, Cambridge Road, Harlow, Essex CM20 2EQ which is authorised and regulated by the Financial Services Authority. AutoProtect's FSA Register number is 312143. AutoProtect's permitted business is arranging, advising and administering non-investment General Insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

**6 Ownership**

GO Car Warranty is a trading name of GO Car Protect Limited.  
GO Car Protect Limited is a wholly owned subsidiary of AutoProtect (MBI) Limited

**7 What to do if you have a complaint**

If you wish to register a complaint, please contact:

**in writing:** Customer Services, GO Car Warranty, c/o AutoProtect (MBI) Limited, Cambridge House, Cambridge Road, Harlow, Essex CM20 2EQ

**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) Further information is available from the FOS. You can contact them on 0845 080 1800 or email to [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or by writing to Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR

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

Our Insurers 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. Most insurance contracts are covered for 90% of the claim. Further information is available from the Financial Services Authority or the FSCS. The FSCS can be visited on the **web at [www.fscs.org.uk](http://www.fscs.org.uk)** or by contacting the FSCS on 0207 892 7300.