

**M F Wells (Hotels) Limited t/a Lochs & Glens Holidays**

a: School Road, Gartocharn, Alexandria, Dunbartonshire, G83 8RW

tel: 01389 713713 fax: 01389 713700

**Status Disclosure Information**

The Financial Conduct Authority (FCA) is the independent regulator of financial services. Use this information to decide if our services are right for you.

M F Wells (Hotels) Limited t/a Lochs & Glens Holidays is an appointed representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts as an intermediary.

M F Wells (Hotels) Limited t/a Lochs & Glens Holidays offer and act on behalf of a limited panel of insurance providers (see below).

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We do not charge fees for arranging insurance, we may however receive an economic benefit or retain a part of any premium by way of remuneration. Our sales agents may also be remunerated on the sale of individual products. Fees may be applied by insurers for such things as mid-term adjustments and cancellations. Please check the individual policy information for full details.

We hold any insurance money (premiums, refunds or claims money) as the agent of the insurer under a risk transfer agreement.

You WILL NOT receive advice or a recommendation from us for insurance. 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 always aim to provide a first class service, however if you have any cause for complaint any enquiry can be raised either in writing, email or by telephoning ITC Compliance Limited, 4 Monarch Court The Brooms, Emersons Green, Bristol, BS167FH, complaints@itccompliance.co.uk, 0845 177 22 66 or 0117 4403700. Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your case by either writing, email or by telephoning Financial Ombudsman Service, Exchange Tower, London, E149SR, 0800 023 4567, complaint.info@financial-ombudsman.org.uk, www.financial-ombudsman.org.uk. You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme (FSCS). Your entitlement to compensation will depend upon the type of business and the circumstances of your claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit or for compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Details of ITC Compliance Limited's authorisation can be confirmed by contacting the Financial Conduct Authority on 0800 111 6768 or by visiting the FCA's website <http://www.fca.org.uk/register>.

As an organisation we are committed to treating our customers fairly, before, during and after a sale.

Before the sale you can expect:

- o To have any significant and unusual exclusions or exceptions to the policy brought to your attention.
- o A clear statement of price, including where applicable a breakdown of any interest charges.
- o Details of your cancellation rights and our complaints procedure.
- o Copies of your policy documentation or information as to when these documents will be dispatched.

After the sale you can expect:

- o Not to encounter any barriers to cancelling your policy within regulatory agreed timeframes.
- o To have any complaint dealt with in a timely and professional manner.

**Not the right level of cover to meet your Travel Insurance needs?** If we can't offer you the cover you want, or your premium is higher than you wanted because you have medical conditions, you may be able to get help by accessing the MoneyHelper travel directory at: <https://www.moneyhelper.org.uk/en/everyday-money/insurance/travel-insurance-directory?source=mas#> or by calling 0800 138 7777 (Open Monday to Friday, 8am to 6pm).

If at any time you feel you have not been treated fairly by any member of our staff please contact us at the address or telephone number above.

**Demands And Needs Statement****Travel Insurance**

This travel insurance policy will suit the Demands and Needs of an individual, or group (where applicable) who have no pre-existing medical conditions, are travelling to countries included within the policy terms and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during their trip. Subject to policy exclusions, terms, conditions and maximum specified claim limits; full details of which may be found in your Insurance Product Information Document (IPID) and policy booklet.

**Important Information**

You may already possess alternative insurance(s) for some or all of the features and benefits provided by products purchased; it is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs but we will be happy to provide you with factual information to assist you in making an informed buying decision.

All policies have exclusions and restrictions to them. It is very important that you read and understand these and only purchase the policy if you are happy that you and (where applicable) every member of your party meet the eligibility criteria: Specifically for travel our policy may NOT be applicable for you if:

- o You are over the maximum specified age at the time of your trip
- o You have pre-existing medical conditions

Examples of these and other conditions and restrictions and what to do if you are unsure about any aspect of an exclusion are contained within your policy information.

If after purchasing a policy should you find it does not meet your requirements you have 14 days from the date of issue, or prior to travel (whichever is sooner) to cancel the policy.

If you do decide to cancel your money will be refunded in full, provided no claims have been made or incident likely to give rise to a claim has arisen.

Travel policies will not cover travel to areas where the Foreign and Commonwealth Office has advised against 'all travel'. If you are not sure whether there is a travel warning for your destination, please check with the Foreign and Commonwealth Office (phone **020 7008 1500** or visit their website at [www.fco.gov.uk](http://www.fco.gov.uk)).

It is your responsibility to do this and no information or guidance will be provided by ourselves in this regard.

### Confidentiality and Data Protection

Your information will only be disclosed/provided to third parties for the purposes of providing, arranging, administering and renewing insurance contract(s) and for the purposes of monitoring and/or enforcing compliance with regulatory rules/codes. A list of these third parties can be found below. For full details of where your information will be sent and the purpose of such data transfer, please ask us.

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Your information will be retained for a period of up to twelve years. During this time you have the right to obtain details of the information held and how it has been processed. If you would like to exercise any of these rights or have any concerns with how we are processing your data then please contact the Data Protection Officer at M F Wells (Hotels) Limited t/a Lochs & Glens Holidays, School Road, Gartocharn, Alexandria, Dunbartonshire, G83 8RW; telephone: 01389 713713. If we are unable to resolve your concerns then you have the right to refer the matter to the Information Commissioner's Office. Further details about your rights and how to lodge a complaint can be found on the Information Commissioner's Office website ([www.ico.org.uk/for-the-public/](http://www.ico.org.uk/for-the-public/)).

I have read and understand the above information and confirm that I have been provided with the a copy of this document together with all relevant policy documentation to enable me to make an individual informed buying decision based on my own personal circumstances and the merits of the policy. This buying decision was my own and I did not receive a personal recommendation or advice from M F Wells (Hotels) Limited t/a Lochs & Glens Holidays.

If you are intending to purchase an insurance product your signature below will act as confirmation that you did not receive any recommendation or advice from us regarding the suitability of the product for your circumstances; that you have received the documentation below \* and had the opportunity to review and question any items that may be unclear to you and that you have made an individual informed buying decision based on your own personal circumstances and the merits of the policy:

- o This document (status disclosure)
- o A policy booklet or similar, detailing policy terms, conditions, exclusions and your cancellation rights
- o Price information including all applicable taxes and where applicable interest payments

If you have not had access to these documents please ask a member of staff who will be happy to assist.

Customer Name (please print)

Customer Signature

Date

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