



Initial Disclosure Document for:

ActiveQuote Ltd
Global Reach
Dunleavy Drive
Cardiff
CF11 0SN
029 2009 0439

enquiry@activequote.com

About Our Services:

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.

We provide an online service for Non-Advised policy purchases, should you speak with an adviser to complete the sale or request any advice we will make a personal recommendation after we have assessed your needs and circumstances.

We offer products based on a fair and personal analysis for all types of non-investment insurance contracts.

We are authorised and regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 501109.

Our permitted business is: Selling insurance products and services, insurance mediation.

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.

Who We Work With:

Aviva, AXA, BUPA, CS Healthcare, The Exeter, Freedom, General & Medical, Health-On-Line, Vitality, WPA.

How We Get Paid:

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.

Our adviser may also receive additional bonuses for achieving sales and quality targets. This is paid by the firm and not the insurer.

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.

How to Complain:

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

Complaints
ActiveQuote Ltd,
Global Reach,
Dunleavy Drive,
Cardiff,
CF11 0SN

complaints@activequote.com

0800 862 0373

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

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.

Communication

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.