

Status Disclosure



About us

General & Medical Finance Ltd is an insurance intermediary and part of the General & Medical Group.

Our registered office is:

General & Medical Finance Ltd
General & Medical House
Napier Place
Orton Wistow
Peterborough
PE2 6XN

General & Medical Finance Limited is authorised and regulated by the Financial Conduct Authority, firm reference number 579509. This information can be checked by visiting the Financial Conduct Authority website – www.fca.org.uk or by telephone on **0800 111 6768**.

We will only give you information on our products and services. We will not provide you with advice about the products, but will provide you with as much information as necessary for you to make an informed decision on which product is best suited to your needs. If you purchase one of our products through an intermediary, they will inform you whether or not they can offer personal recommendations.

Remuneration

General & Medical Finance Ltd do not charge a fee for setting up this cover. We receive payment from General & Medical Insurance Ltd and certain underwriters at Lloyd's in relation to contracts of insurance based on the costs incurred in performance of the services it provides. Employees of General & Medical Finance Ltd may receive a bonus in addition to their basic salary based on a number of factors including the achievement of sales and quality targets. Businesses who work for General & Medical Finance Ltd on an outsourced basis may receive a fee for arranging our products based on a number of factors, including the achievement of sales and quality targets.

Making a Complaint

We are committed to providing a high level of service to all our clients but occasionally things can go wrong. If this happens, we will do what we can to put things right. In the first instance you should telephone or email us;

Tel: 0800 9709442 / 01733 233200 **Email: info@generalandmedical.com**

If you are not happy with our resolution to your complaint, you may be eligible to refer your complaint to Lloyd's of London (where your policy is underwritten by certain underwriters at Lloyd's):

Tel: 020 73275693 **Email: complaints@lloyds.com**

Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your case. You can do so using the following contact information;

Tel: 0800 0234567 / 0300 1239123

Email: complaint.info@financial-ombudsman.org.uk

Address: Financial Ombudsman Service, Exchange Tower, London E14 9SR