



**Simpsons Removals & Storage Ltd.**  
**Blue Hawk House, A1 Manor Way Business Park**  
**Manor Way, Swanscombe, Kent, DA10 0PP**

**About the Financial Services Authority (FSA)**

The FSA is the independent watchdog that regulates financial services. Please use this information to decide if our services are right for you.

**Whose products do we offer?**

Simpsons Removals & Storage Ltd can only offer a product from a single insurer, Fortis Corporation NV for goods in transit non-investment insurance contracts.

**Who Regulates Us?**

Simpsons Removals & Storage Ltd, Blue Hawk House, A1 Manor Way Business Park, Manor Way, Swanscombe, Kent, DA10 0PP is authorised and regulated by the Financial Services Authority. Our FSA Register number is 314688.

**Permitted Business:**

Our permitted business is UK Removals, Storage, European and Overseas relocations for which we are permitted to sell goods in transit non-investment insurance contracts.

The above information can be checked on the FSA 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.

**What to do if you have a complaint about insurance?**

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

In writing	Write to, Claims & Complaints Department, Simpsons Removals & Storage Ltd. Blue Hawk House, A1 Manor Way Business Park, Manor Way, Swanscombe, Kent Kent, DA10 0PP
By Phone	Telephone: 01322 386969

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

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

We 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.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

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 for the FSCS.