

Status Disclosure – Authorised Firms

The Financial Conduct Authority (FCA) is the independent watchdog that regulates financial services.

Crown Garage is the trading name of Crown Garage Ltd an authorised intermediary and can sell and arrange insurance contracts, acting on behalf of the Insurer in respect of any contract of insurance provided.

In relation to Finance Gap Insurance, we can only offer a product from a single insurer, London General Insurance Company Ltd.

In relation to Vehicle Replacement Insurance, we can only offer a product from a single insurer, London General Insurance Company Ltd.

We will advise and make a recommendation for you after we have assessed your needs for Gap Vehicle Replacement Insurance and Gap Finance Shortfall Insurance.

You will not have to pay a fee to us for this service.

You will receive a quotation which will tell you about any other fees relating to any particular Insurance Policy.

Crown Garage Ltd is registered at 1-5 High Street, Soham, Ely, Cambs, CB7 5HB with registered number 3196999, and is authorised and regulated by the FCA. Our FCA Register Number is 307985 you can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768 or emailing consumer.queries@fca.org.uk.

If you wish to register a complaint, please contact Andrew Harrison in writing at the address above or telephone 01353 720779. 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 90% of 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 from FSCS.