

about our insurance services

Health-on-Line Company UK Limited
80 Holdenhurst Road
Bournemouth
Dorset
BH8 8AQ

health-on-line

1. The Financial Conduct Authority (FCA)

The FCA is the Independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

2. What products do we offer?

- We offer products from a range of insurers
 - We only offer products from a limited number of insurers
 - We only offer products from AXA PPP for Private Medical Insurance
-

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs.
 - You will not receive advice or a recommendation from us. 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.
-

4. What will you have to pay us for our services?

- A fee.
- No fee.

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

5. Who regulates us?

Health-on-Line Company UK Limited, 80 Holdenhurst Road, Bournemouth, Dorset, BH8 8AQ as shown on the Financial Service Register is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 308776.

Our permitted business is the arranging of general insurance. You can check this on the Financial Services Register by visiting the FCA's website register.fca.org.uk or by contacting the FCA on 0800 111 6768.

6. Ownership

AXA PPP Healthcare Group plc and its parent companies within the AXA UK group have a controlling interest in Health-on-Line Company UK Limited.

7. What to do if you have a complaint

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

In writing: Write to the Customer Relations Manager, Health-on-line, 80 Holdenhurst Road, Bournemouth, Dorset, BH8 8AQ

By phone: Telephone 01202 544 444

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

8. 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 circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim with no upper limit. Further information about compensation scheme arrangements is available from the FSCS