

About our Insurance Service

AllClear Insurance Services Ltd
1 Redwing Court, Ashton Road
Romford
Essex, RM3 8QQ

AllClear Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority under registration number 311244. Our permitted business is general insurance, specifically travel insurance. You can check this on the FCA's website www.fca.org.uk or by contacting the FCA on 0800 111 6768.

We only offer products from a limited number of insurers. Ask us for a list of insurers we offer insurance From.

We charge a fee of £3.50 if you opt to receive hard copy policy documents.

You will not receive advice or recommendation from us. You will need to make your own informed choice About how to proceed.

When you receive your documents it is essential for you to carefully check all of the details and contact us immediately if any amendments are necessary. Failure to do so may result in a claim being invalidated.

If you wish to cancel your cover you may do so at any time. We can offer you a full refund of your premium if you decide to cancel within 14 days of receipt of your policy documents. Please return the policy documents to exercise this right. If you have already travelled or claimed within this 14 day cooling off period you may not qualify for a premium refund.

We act as agents for insurers for the collection of premiums. This means that premiums are treated as being received by the insurers when they are received into our bank account and premium refunds will be treated as received by you when they are actually paid over to you.

If you wish to register a complaint please write or telephone:

...In writing AllClear Insurance Services Ltd, The complaints Investigator, AllClear House,
1 Redwing Court, Ashton Road, Romford, Essex, RM3 8QQ

...By Phone Telephone 01708 339232

We are covered by the Financial Services Compensation Scheme (FSCS), and you may be entitled to compensation from the scheme if we cannot meet our obligations. Compensation for non-compulsory insurance will be paid at 90% of the claim with no upper limit. Further information about the compensation scheme is available from the FSCS.

Thank you for using AllClear Insurance Services Ltd. We hope that you are satisfied with the service that has been provided. Please write to us directly if you wish to bring any matters to our attention.