

# keyfacts

## About our insurance services

**Orchard Mobility Ltd  
5 Rookery Place  
Fenstanton  
Cambs  
PE28 9LZ**

---

### **1 The Financial Conduct Authority (FCA)**

---

The FCA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this document to decide if our services are right for you.

---

### **2 Whose products do we offer?**

---

We only offer products from a limited number of insurers.

Accidental Damage, Fire, Theft and Public Liability Insurance from ECIC Ltd.  
Extended Warranties from Domestic and General Group plc and ECIC Ltd.

---

### **3 Which service will we provide you with?**

---

You will not receive advise or recommendation from us for the above products. 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 on how you wish to proceed.

---

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

---

No Fee will be charged for this service.

---

## **5 Who regulates us?**

---

### **Orchard Mobility Ltd**

is an Appointed Representative of First Senior Insurance Services Ltd which is authorised and regulated by the Financial Conduct Authority First Senior Insurance Services FSA Register number is 308478.

First Senior Insurance Services permitted business is to advise on, and sell, general insurance products. You can check this on the FCA's Register by visiting the FCA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FCA on 0845 606 1234.

---

## **6 What do you do if you have a complaint?**

---

It is our intention to provide you at all times with a high level of customer service. Should you have any reason whatsoever to be unhappy with the arrangement or servicing of your insurance or/and warranty policy, please contact:

Customer Services Manager  
First Senior Insurance  
Unit 2-3, Cotswold Business Park  
Millfield Lane  
Caddington  
Beds LU1 4AR

Your custom is valuable to us and we want you to be entirely satisfied with the response and service we give. Our aim is to resolve all concerns internally, If you are not satisfied with the investigation and conclusion of your complaint or eight weeks have passed since initially making your complaint and you are an individual consumer or small business you may refer the matter to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. (e-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)).

---

## **7 Compensation Scheme?**

---

First Senior Insurance Services Ltd is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on your status, the type of business and the circumstances of the claim. Further information about compensation scheme arrangements can be obtained from the Financial Services Compensation Scheme 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU. (email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)).