

## **Information about us, our services and how we use your personal data**

Stonebridge International Insurance Ltd., Braywick Gate, Braywick Road, Maidenhead, Berkshire SL6 1DA

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### **1. Who regulates us**

Stonebridge International Insurance Ltd., is authorised and regulated by the Financial Services Authority. The FSA is the independent watchdog that regulates financial services. It requires us to give you this information about us and the products we offer.

Our FSA register number is 203188. You can check this on the FSA's website <http://www.fsa.gov.uk> or by phoning the FSA on 0845 606 1234.

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### **2. The products we offer**

We offer our own products for accident, sickness and unemployment insurance. For legal expenses and life insurance products we only offer these from a limited number of insurers. Ask us for a list of insurers we offer insurance from.

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### **3. The service we provide**

We do not provide advice on the products we offer. We will give you information about the policy to help you. You then need to make your own choice about the product and if it is suitable for you.

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### **4. Who owns us**

Cornerstone International Holdings Limited is our parent company and owns all of our share capital. Our ultimate parent company is AEGON NV.

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### **5. What to do if you have a complaint**

If you wish to register a complaint please contact the Customer Service Department, Stonebridge International Insurance Ltd., Beaufort House, Cricket Field Road, Uxbridge UB8 1QD or by phoning the number shown on your policy documentation.

If you cannot settle your complaint with us, you may be entitled to refer to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.

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### **6. Are we covered under the Financial Services Compensation Scheme?**

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. Further information is available from the FSCS.

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### **7. How we use personal information**

Your personal information is used so that we can set up and administer your policy, conduct market research and analysis and to meet legal and regulatory requirements. To do to this we share your information with other companies and use our international facilities in the EU and USA.

You have the right to ask us not to contact you about other products or services, for a copy of certain information held by us in return for payment of small fee and to correct any inaccuracies in your information. To do this write to the Customer Service Department, Stonebridge International Insurance Ltd., Beaufort House, Cricket Field Road, Uxbridge UB8 1QD.