

first direct

About our insurance services

first direct is a division of

HSBC UK Bank plc, 1 Centenary Square, Birmingham B1 1HQ

Use this information to decide if our services are right for you.

Whose products do we offer?	
	We offer products from a range of insurers.
✓	We only offer our own products for term life insurance from HSBC Life (UK) Limited. As an insurance intermediary first direct deals exclusively with HSBC Life (UK) Limited for the purposes of your policy.

Which service will we provide you with?	
	We will advise and make a recommendation for you after we have assessed your needs for term life insurance, term critical illness insurance and income protection (permanent health insurance).
✓	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.

What will you have to pay us for our services?	
✓	No fee.
	A fee.
first direct will receive commission from HSBC Life (UK) Limited for arranging your policy. You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.	

Who regulates us?	
<p>first direct is a division of HSBC UK Bank plc, 1 Centenary Square, Birmingham B1 1HQ (www.hsbc.co.uk). HSBC UK Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority as an insurance intermediary and are permitted, acting on behalf of the insurer HSBC Life (UK) Limited, to sell insurance products to you. HSBC UK Bank plc's Financial Services Register number is 9928412.</p> <p>HSBC Life (UK) Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.</p> <p>HSBC Life (UK) Limited's Financial Services Register number is 133435.</p> <p>You can check this on the Financial Services Register by visiting the Financial Conduct Authority website www.fca.org.uk/register or by contacting the Financial Conduct Authority on 0800 111 6768.</p>	

Ownership

HSBC Life (UK) Limited is a wholly owned subsidiary of HSBC UK Bank plc.

HSBC UK Bank plc is a member of the HSBC Group, the ultimate parent company of which is HSBC Holdings plc. HSBC Holdings plc legally and beneficially holds 100% of both the shares and voting power of HSBC UK Bank plc.

What to do if you have a complaint

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

- in writing Write to The Manager, Service Quality Team, HSBC UK Bank plc, PO Box 6176, Coventry CV3 9HN
- by phone Phone 0800 881 155 (textphone 0800 0283 516). Lines are open 9am to 5pm Monday to Friday.
- by email servicequality@hsbc.com

To help us continually improve our service, and in the interests of security, we may monitor and/or record your communications with us.

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

The Financial Ombudsman can be contacted by calling 0800 023 4567 or in writing to: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Website financial-ombudsman.org.uk

Complaining to the Financial Ombudsman will not affect your legal rights.

* Lines are open 8am to 6pm Monday to Friday (excluding public holidays). To help us continually improve our service and in the interests of security, we may monitor and/or record your communications with us.

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 Limits

Protection is at 100% where claims arise from the death or incapacity of the policyholder due to injury, sickness, or infirmity.

Protection is at 90% where claims arise under other types of policy with no upper limit.

Long-term insurance (eg pensions and life assurance)

The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS website (FSCS.org.uk).