

Status Disclosure Document

The Caravan Club Ltd.
East Grinstead House
East Grinstead
West Sussex
RH19 1UA

1. The Financial Services Authority (FSA)

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

2. Whose products do we offer?

We only offer Caravan Insurance from a single insurance scheme which is co-insured by five insurers.
We only offer Legal Expenses insurance from a single insurer.
We only provide Travel insurance from a single insurer.
We only provide Personal Liability insurance from a single insurer

Details of these insurers can be supplied on request.

3. Which service will we provide you with?

You will not receive advice or a recommendation from us. We may ask some questions about your requirements to allow us to provide you with a quotation. You will then need to make your own choice about how to proceed.

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

No fee

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

5. Who regulates us?

The Caravan Club Ltd, East Grinstead House, East Grinstead, West Sussex, RH19 1UA is authorised and regulated by the Financial Services Authority. Our FSA Register number is 311890.

Our permitted business is advising and arranging general insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website <http://www.fsa.gov.uk/register/home.do> or by contacting the FSA on 0845 606 1234.

6. Ownership

The Caravan Club Limited registered in England No. 646027. Registered office East Grinstead House, East Grinstead, West Sussex RH19 1UA.

7. What to do if you have a complaint

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

In writing: Insurance Services, The Caravan Club, East Grinstead House, East Grinstead, RH19 1UA
By telephone: 01342 326944:

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

8. Client Money

We act as agents for the insurer for the collection of premiums and payment of refunds of premiums. This means that premiums are treated as being received by the insurer when received in our bank account and that any premium refund is treated as received by you when it is actually paid over to you.

9. 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 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 about compensation scheme arrangements is available from the FSCS.