



about our services and costs

Victoria House (1st Floor)
49 Clarendon Road, Watford, WD17 1HP

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document has been designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

Investment

- × We offer products from the whole market.
- × We can only offer products from a limited number of companies.
- √ **We only offer our own products.**

3. Which service will we provide you with?

Investment

- × Independent advice – We will advise and make a recommendation for you after we have assessed your needs. Our recommendation will be based on a comprehensive and fair analysis of the market
- × Restricted advice – We will advise and make a recommendation for you after we have assessed your needs, but we only offer advice on limited types of products, or products from one company or a limited number of companies.
- √ **No advice – 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. We may conduct a test based on the information you provide to check whether the product chosen by you is appropriate.**

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

Our sales team are remunerated by way of salary that is independent of this sale. In case you have been introduced to us by an introducer, a fixed amount may be paid to the introducer.

5. Who regulates us?

The **Life Insurance Corporation of India** (LICI UK), Victoria House, 1st floor, 49 Clarendon Road, Watford, WD17 1HP is authorised and regulated by the Insurance Regulatory and Development Authority of India (IRDAI). Authorised by the Prudential Regulation Authority (PRA). Subject to regulation by the Financial Conduct Authority (FCA) and limited regulation by the Prudential Regulation Authority (PRA). Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Financial services registration number 110379. Our permitted business is Long Term Insurance including savings, investment and protection products. You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

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

in writing:

Write to The Compliance Officer,
The Life Insurance Corporation of India (LICI UK)
at Victoria House, 1st floor, 49 Clarendon Road, Watford, WD17 1HP

by phone:

Call at 020 3372 6900.

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

7. 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. Most types of investment are covered for 100% of the first £50,000. Long term Insurance benefits are protected 100%, there is no upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

I confirm that I have read and retained a copy of Services and Costs Document.

	Client (1)	Client (2)
Name		
Signature		
Date		