



LawShield UK Limited
LawShield House
850 Ibis Court
Lakeside Drive
Centre Park
Warrington
WA1 1RL

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 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 products from a limited number of insurers for motor warranty. Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs for motor warranty.
- You will not receive advice or a recommendation from us for motor warranty. 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 this service?

A fee.

No fee.

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

Who regulates us?

LawShield UK Limited trading as Volkswagen Approved Warranty Administration Services, LawShield House, 850 Ibis Court, Lakeside Drive, Centre Park, Warrington, WA1 1RL is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 306793.

Our permitted business is arranging motor warranty.

LawShield UK Limited also has permission to conduct the following business with regards to non-investment insurance contracts:

- Arranging
- Assisting in the administration and performance of a contract of insurance
- Dealing as an agent
- Making arrangements with a view to transactions

You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

What to do if you have a complaint

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

In writing: Customer Services, LawShield House, 850 Ibis Court, Lakeside Drive, Centre Park, Warrington, WA1 1RL

By email customerservices@volkswagen-extendedwarranty.co.uk

By phone: 0845 9003648

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

Are we covered by the Financial Services Compensation Scheme (FSCS)?

For your added protection, the insurer is covered by the FSCS. You may be entitled to compensation from the scheme if the insurer cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover provides for 90% of the claim, with no upper limit.

Further information about the compensation scheme is available from the FSCS, telephone number 020 7892 7300, or by visiting their website at www.fscs.org.uk.