



Breakdown Insurance

Initial Disclosure Document

INITIAL DISCLOSURE DOCUMENT

1. THE FINANCIAL CONDUCT AUTHORITY (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

2. WHOSE PRODUCTS DO WE OFFER?

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

3. WHICH SERVICE WILL WE PROVIDE YOU WITH?

- We will advise and make a recommendation to you after we have assessed your needs.
- 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.

4. WHAT WILL YOU HAVE TO PAY US FOR OUR SERVICES?

- A fee.
- No fee.

Service	Admin Fee
The Cancellation of your policy after the 14 day Cooling off period.	£9.99
Transferring your policy to a new vehicle.	£9.99
Amending your personal details on your policy, such as address, or contact details.	£3.99

5. WHO REGULATES US?

Ping Insure Limited is an appointed representative of CBS AR Limited and regulated by the Financial Conduct Authority, Firm Reference No. 815365. You can check this on FCA's Register by visiting the FCA's website: <https://register.fca.org.uk> or by contacting the FCA on 0800 111 6768.

6. WHAT TO DO IF YOU HAVE A COMPLAINT?

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the Complaints Procedure below: -

SALE OF POLICY

Ping Insure Limited,
Digital Media Centre,
County Way,
Barnsley,
S70 2JW

Email: complaints@pinginsure.co.uk.

CLAIMS

Call Assist Limited,
Axis Court,
N Station Rd, Colchester,
CO1 1UX

Tel: 01206 771 788,

Email: customerservices@call-assist.co.uk

7. ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

We are covered by the Financial Services Compensation Scheme (FSCS). If we are unable to meet our liabilities to you, you may be entitled to compensation from the FSCS. Further information is available from their website - www.fscs.org.uk



Ping insure Limited is an appointed representative of CBS AR Limited and authorised and regulated by the Financial Conduct Authority (FCA).
FCA number: 815365, Company Number: 11369509, ICO Registration number: ZA438622