

About Our Insurance Service

Our Company

Halfords is the UK's leading retailer of motoring and cycling products and a leading independent operator in garage servicing and auto repair.

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.

Which service will you receive from us?

You will not receive advice or a recommendation from us for Vehicle Breakdown Insurance. We may ask 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.

Whose products will we offer you?

We only offer products from single insurers.

We offer Vehicle Breakdown Insurance underwritten by Collinson Insurance.

What will you have to pay us for our service?

You will not be charged a fee by us for arranging Vehicle Breakdown Insurance.

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

As an insurance introducer we may receive a commission for each insurance policy sold as a result of our introduction.

Who regulates us?

Halfords Breakdown Cover is provided and administered by Call Assist Ltd, Axis Court, North Station Road, Colchester, Essex, CO1 1UX.

Authorised and regulated by the Financial Conduct Authority. FCA registration number 304838.

Halfords Limited, Icknield Street Drive, Washford West, Redditch, Worcestershire, B98 0DE are Authorised and regulated by the Financial Conduct Authority. FCA registration number 724263.

Halfords Autocentres Limited, Icknield Street Drive, Washford West, Redditch, Worcestershire, B98 0DE are Authorised and regulated by the Financial Conduct Authority. FCA registration number 755309.

You can check this on the FCA's Register by visiting the FCA's website <https://register.fca.org.uk> or by contacting the FCA on 0800 111 6768.

What should you do if you have a complaint?

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

- ... in writing Write to Halfords Breakdown Cover c/o Call Assist Ltd, Axis Court, North Station Road, Colchester, Essex, CO1 1UX
- ... by email customerservices@halfordsbreakdowncover.com
- ... by phone Telephone 01206 655 022

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. For further information visit www.financial-ombudsman.org.uk

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

We are covered by the Financial Services Compensation Scheme (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.

For claims against the insurers, 90% of the insurance claim is covered, with no upper limit. For compulsory classes of insurance, insurance arranging is covered for 100% of the claim, without any upper limit.

For further information visit www.FSCS.org.uk.

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