

Sports Alive Ltd, Po Box 165, Winton House, Stoke Road, Stoke-on-Trent, Staffordshire, ST4 2RW(Registered Office)  
Company registration Number:- 4039839 VAT number:- 754 3379 13

**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 the information to decide if our services are right for you.

**2 Whose products do we offer?**

- \* We offer products from a range of insurers for Commercial Insurances
- \* We offer products from a limited number of insurers for Travel, Household and Term Life Insurance

**3 Which Service will we provide you with?**

- \* We will advise and make a recommendation for you after we have assessed your needs

**4 What will you have to pay us for this service?**

- \* A fee. In certain circumstances we may charge a policy production fee and/or a mid term adjustment/duplicate documentation fee of up to £25. Any fee payable will be advised and agreed prior to inception of cover and any adjustment/duplication request received.

**5 Who regulates us?**

Sports Alive Ltd is an appointed representative of Kinetic Insurance Brokers Ltd, 50 Fenchurch Street, London, EC3M 3JY and they are authorised and regulated by the financial Services Authority. The FSA Registration number is 309540.

Part of our business is to advise and arrange non-investment insurance contracts.

You can check on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

**6 Ownership****7 What to do if you have a complaint**

If you wish to register a complaint, please contact:

.....in writing Write to The Compliance Manager, Kinetic Insurance Brokers Ltd, 50 Fenchurch Street,  
London, EC3M 3JY

.....by phone Telephone 020 7283 9142

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

**8 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 an upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without an upper limit.

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

**9 Operating Office**

**Sports Alive Ltd**, 2 Mount Pleasant, Kidsgrove, Staffordshire, ST7 4EX.