

About our Insurance Service

AllClear Insurance Services Ltd is authorised and regulated by the Financial Services Authority under registration number 311244. Our permitted business is general insurance, specifically travel insurance. You can check this on the FSA's Website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

We only offer a Single Product to our enquirers, and we do not charge a fee.

You will not receive advice or recommendation from us. You will need to make your own informed choice about how to proceed.

When you receive your documents it is essential for you to carefully check all of the details and contact us immediately if any amendments are necessary. Failure to do so may result in a claim being invalidated.

If you wish to cancel your cover you may do so at any time. We can offer you a full refund of your premium if you decide to cancel within 14 days of receipt of your policy documents. Please return the policy documents to exercise this right. If you have already travelled or claimed within this 14 day cooling off period you may not qualify for a premium refund.

We act as agents for insurers for the collection of premiums. This means that premiums are treated as being received by the insurers when they are received into our bank account and premium refunds will be treated as received by you when they are actually paid over to you.

If you wish to register a complaint please write or telephone:

...In writing AllClear Insurance Services Ltd, The Complaints Investigator
AllClear House, 1 Redwing Court, Ashton Road, Romford, Essex,
RM3 8QQ

...By phone Telephone 0845 250 5201

We are covered by the Financial Services Compensation Scheme (FSCS), and you may be entitled to compensation from the scheme if we cannot meet our obligations. Compensation for non-compulsory insurance will be paid at 90% of the claim with no upper limit. Further information about the compensation scheme is available from the FSCS

Thank you for using AllClear Insurance Services Ltd. We hope that you are satisfied with the service that has been provided. Please write to us directly if you wish to bring any matters to our attention.