

## Additional Information About Your Insurer

### **Insurer Details**

Pay As You Go Insurance is underwritten by Ageas Insurance Limited.

### **How do I report a claim?**

To report a claim please call the 24-hour claims helpline.

If you've been involved in an accident, or your car has been damaged or stolen, please call **0345 122 3018**

### **How to make a complaint**

If your complaint is about the way your policy was sold to you, please contact your insurance adviser, Marmalade, on 01733977082 or email [complaints@marmalade.co.uk](mailto:complaints@marmalade.co.uk) to report your complaint.

### **Complaining to the insurer**

If you've a complaint regarding your claim, please telephone Ageas Insurance on **0345 122 3018**.

Alternatively, for claims or any other type of complaint, you can also write to Ageas Insurance at the address shown below or email through their website at [www.ageas.co.uk/complaints](http://www.ageas.co.uk/complaints) (please include your policy number and claim number if appropriate).

#### Postal address:

Customer Services Advisor,  
Ageas House,  
Hampshire Corporate Park,  
Templars Way,  
Eastleigh,  
Hampshire,  
SO53 3YA.

### **Financial Services Compensation Scheme (FSCS)**

#### **What happens if the insurer is unable to meet its liabilities?**

If the insurer is unable to meet its liabilities to its policyholders, you may be able to claim compensation from the Financial Services Compensation Scheme (FSCS). Further information is available from the Financial Services Compensation Scheme.

**By telephone** on 0800 678 1100 or 0207 741 4100

**In writing** to: FSCS, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU.

**By email** to: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk).

**Online** at: [www.fscs.org.uk](http://www.fscs.org.uk)