

## Information about our insurance services

### The Globacare Group Ltd

679 Wimborne Road  
Bournemouth  
Dorset  
BH9 2AT  
admin@globacare.co.uk

The following information is to help you decide if our services are right for you.

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### Our services

We will provide advice and make a recommendation for you after we have assessed your needs and circumstances.

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### The insurance products we offer

We offer products based on a fair and personal analysis for Private Medical Insurance, International Medical Insurance & Life insurance.

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### The cost of our services

No fee. Commission only - We arrange the policy with the insurer on your behalf. You do not pay us a fee for doing this. We receive commission from the insurer which is a percentage of the total annual premium

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### Complaints

If you wish to register a complaint please contact us:

**Write to:** The Globacare Group Ltd, The Customer Relations Department, 679 Wimborne Road, Bournemouth, Dorset, BH9 2AT  
**Email:** [complaints@globacare.co.uk](mailto:complaints@globacare.co.uk)  
**Telephone:** 0333 6789 000 (Mon-Fri 9am to 6pm)

If we do not resolve the complaint to your satisfaction, you may also contact The Financial Ombudsman Service.

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### Regulation

The Globacare Group Ltd is authorised and regulated by the Financial Conduct Authority (FCA). FCA number 808672.

The FCA is an independent watchdog that regulates financial services.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0800 111 6768.

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### 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 will depend on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for:

- 100% of the claim with no upper limit for long term insurance
- 90% of the claim with no upper limit for all other types of cover.

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