

About Us, Our Terms and Services

This insurance is provided and underwritten by Fairmead Insurance Limited, Registered in England and Wales number 00423930. Registered office: 57 Ladymead, Guildford, Surrey GU1 1DB.

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 202050).

Basis of Advice

We do not provide advice or a personal recommendation about the suitability of this Pet Insurance policy. It's your responsibility to ensure the product meets your needs.

Commission and Fees

We pay our Insurance Sales Agent on a salaried basis only, they do not receive a commission for any completed sales.

Our Complaints Procedure

If you wish to complain about any aspect of the service you have received from us, please contact Fairmead Insurance Limited, 3rd Floor, The Podium, Centre City House, 5 Hill Street, Birmingham B5 4US.
Telephone: 03700 600 071. We may record and monitor calls. Call charges will vary.

If you remain dissatisfied, you can complain to:
Financial Ombudsman Service, Exchange Tower, London E14 9SR
Telephone: 0800 023 4567 or 0300 123 9 123.
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk