

ABOUT OUR INSURANCE SERVICES



The Financial Conduct Authority (FCA)

The FCA is an independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

Who are we?

We are Getaway Cover, a trading style of Healix Insurance Services Ltd, located at Healix House, Esher Green, Esher, Surrey, KT10 8AB. Company number 05484199.

Whose products do we offer?

We provide travel insurance policies underwritten by Capacity Insights (a trading style of Healix Insurance Services Limited) and insured by Hamilton Insurance DAC.

Which service will we provide you with?

You will not receive advice or a recommendation from us about which travel insurance policy to purchase. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

What will you have to pay for our services?

We charge a fee for administration services that are automatically included in the total policy cost charged to you and clearly shown at the point of insurance purchase and on your validation certificate.

Who regulates us?

Healix Insurance Services Ltd is regulated and authorised by the FCA (Financial Conduct Authority), registration number 306205. You can check this on the Financial Conduct Authority Register by visiting <https://www.fca.org.uk>

Our permitted business is arranging travel insurance policies.

What to do if you have a complaint?

If you wish to register a complaint about the sale or administration of your policy, please email us at enquiries@getawaycover.co.uk or write to: The Complaints Manager, Getaway Cover, Healix House, Esher Green, Esher, Surrey, KT10 8AB.

If you are not happy with our final decision on our complaint then you may be able to pass your complaint onto the Financial Ombudsman Service (FOS). The FOS is an independent organization and will review your case.

Their address is:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Phone : 0800 023 4607

Website www.financial-ombudsman.org.uk

Are we covered by the Financial Services Compensation Scheme?

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 90% of the claim, without any upper limit.

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

