

# Information about us and the services we offer

Motoring & Leisure Services Ltd, Britannia House, 21 Station Street, Brighton, BN1 4DE

## 1. ABOUT US

We are Boundless by CSMA, a trading name of Motoring & Leisure Services Limited, a company registered in England (company number 02813598). Our registered office is at Britannia House, 21 Station Street, Brighton, East Sussex, BN1 4DE and our VAT registration number is 620 9666 33.

We are a subsidiary of the Civil Service Motoring Association (CSMA) and provide services to members of Boundless by CSMA. We offer Boundless by CSMA members a range of goods and services from our approved partners that might be of interest to them.

## 2. WHO REGULATES US?

Motoring & Leisure Services Ltd is authorised and regulated by the Financial Conduct Authority (FCA), the independent watchdog that regulates financial services.

Our Financial Services Register number is 308988. Our permitted business enables us to arrange Motor Legal Expenses Insurance and Breakdown Insurance and to promote other investment and life assurance contracts and a range of motoring and home related general insurance contracts. You can check this on the Financial Services Register by visiting the FCA's website <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

## 3. WHAT REGULATED PRODUCTS DO WE ARRANGE?

### **Motor Legal Expenses Insurance for current members who joined before the 15 November 2018**

We provide information on and arrange this insurance in our capacity as an introducer for those members who joined before the 15 November 2018 and maintain their membership, if they lapse their membership they re-join within 6 months of the date of lapse and if they already have MLE and upgrade to Boundless Plus membership. We represent you in arranging this insurance automatically with Liverpool Victoria Insurance Company Ltd as part of Boundless by CSMA membership. Motor Legal Expenses Insurance runs for a twelve month period, renewing automatically when your membership renews even if you have previously opted out of this Motor Legal Expenses Insurance.

### **Roadside Assist for Boundless Plus members**

This is the only other regulated product that we provide information on and arrange in our capacity as an intermediary for Boundless Plus members who have opted in for this product under their Boundless Plus membership. We represent you in arranging this insurance with Liverpool Victoria Insurance Company Ltd as part of Boundless Plus membership. This insurance becomes active 24 hours from completion of member activation. It runs for a twelve month period renewing automatically when your membership renews. Please note, if you cancel Boundless Plus membership at any time your cover will also be terminated.

## 4. WHAT OTHER REGULATED PRODUCTS AND SERVICES DO WE MAKE AVAILABLE THROUGH OUR APPROVED PARTNERS?

We currently have arrangements with our approved partners for Boundless by CSMA members to benefit from a wide range of investment, life assurance and general insurance products and services that they provide at preferential terms/rates.

Details of the current products and services can be found under the benefits section of our website [www.boundless.co.uk](http://www.boundless.co.uk). Where you decide to avail yourself of any of these products and/or services you will be dealing directly with the approved partner providing the product and/or service and will become their client.

#### **5. WHAT WILL YOU HAVE TO PAY US FOR ARRANGING MOTOR LEGAL EXPENSES INSURANCE OR ROADSIDE ASSIST?**

We do not charge any fee. If there are any other fees relating to the cover the provider will notify you of them at the outset.

#### **6. WHAT TO DO IF YOU HAVE A COMPLAINT**

##### **If it relates to Motor Legal Expenses Insurance that we arranged for you**

If you wish to register a complaint about this product that we have arranged for you, please contact us by writing to: The Customer Relations Manager, Motoring & Leisure Services Ltd, Britannia House, 21 Station Street, Brighton, BN1 4DE. Alternatively call: 0330 123 0348.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

##### **If it relates to the arranging of the Roadside Assist as a Boundless Plus member**

If you wish to register a complaint about this product that we have arranged for you, please contact us by writing to: The Customer Relations Manager, Motoring & Leisure Services Ltd, Britannia House, 21 Station Street, Brighton, BN1 4DE. Alternatively call: 0330 123 0348.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

##### **If it relates to the handling of a claim under the Roadside Assist as a Boundless Plus member**

If you wish to register a complaint about a claim under this product please refer to the information/documentation they have provided to you regarding their complaint handling arrangements and contact them directly. If you cannot settle your complaint with them, you may be entitled to refer it to the Financial Ombudsman Service.

##### **If it relates to any other product that you have arranged directly with one of our approved partners**

If you wish to register a complaint about a product or service that you have arranged directly with one of our approved partners, please refer to the information/documentation they have provided to you regarding their complaint handling arrangements and contact them directly. If you cannot settle your complaint with them, you may be entitled to refer it to the Financial Ombudsman Service.

You can contact the Financial Ombudsman Service by telephone on 0800 023 4567 or online and further information is available at <http://www.financial-ombudsman.org.uk/>.

#### **7. ARE WE COVERED BY 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 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 on 0800 678 1100 or by visiting <http://www.fscs.org.uk/>.