

## Your Life Solutions

Nexus House  
139 High Street  
Portishead  
Bristol  
BS20 6PY

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### 1. The Financial Conduct Authority (FCA)

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

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### 2. Whose products do we offer?

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- We offer products from a range of insurers for Life Insurance
- We only offer products from a limited number of insurers
- We only offer products from a single insurer

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### 3. Which service will we provide you with?

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- We will advise and make a recommendation for you after we have assessed your needs for Life Insurance
- You will not receive advice or a recommendation from us for Life Insurance. 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.

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### 4. What will you have to pay us for this service?

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- A fee
- No fee

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

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## **5. Who regulates us?**

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Your Life Solutions Limited (also trading as Your Life Protected), Nexus House, 139 High Street, Portishead, Bristol, BS20 6PY is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is: 554207

Our permitted business is arranging deals in Life Insurance Contracts

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

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## **6. What to do if you have a complaint**

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If you wish to register a complaint, please contact us:

In writing      Write to: Your Life Solutions Limited, Nexus House, 139 High Street, Portishead, Bristol, BS20 6PY

By phone      Telephone: 01275 404 268

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

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## **7. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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Long term insurance benefits (e.g. Life Assurance)

The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.

Protection is at 100% where claims arise in respect of compulsory insurance (e.g. employer's liability insurance), professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder.

Protection is at 90% where claims arise under other types of policy with no upper limit.

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