

Status Disclosure Form

About our people

The purpose of this form is to help you understand the scope of service provided by BUPA and our regulatory status. The staff at BUPA are trained, authorised and supervised to provide our customers and members with information and guidance on BUPA's own range of insurance cover and health related services.

About our status

BUPA Insurance Services Limited is an insurance intermediary, and cover is provided by BUPA Insurance Limited and BUPA Health Assurance Limited. These are subsidiaries of the British United Provident Association Limited. Our address is 15-19 Bloomsbury Way, London, WC1A 2BA. Phone 020 7656 2000. Fax 020 7656 2700.

BUPA Insurance Limited, BUPA Health Assurance Limited and BUPA Insurance Services Limited are authorised and regulated by the Financial Services Authority (FSA). The firm reference numbers are 203332, 202900 and 312526 respectively. Confirmation and details of registration can be checked at the FSA's Register <http://fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234.

We provide advice only on BUPA's range of insurance policies for personal and group or commercial customers. Private medical insurance, cash plan, dental cover and travel cover are provided by BUPA Insurance Limited, and income protection, term assurance and critical illness policies are provided by BUPA Health Assurance Limited.

Chubb Insurance Company of Europe provides the personal accident cover on our BUPA Cash Plan product.



Getting in touch

The BUPA helpline is always the first number to call if you need help or support or if you have any comments or complaints. Please call us on **0845 60 90 111*** between 8am and 8pm, Monday to Friday and 8am to 6pm on Saturdays. Calls to this number will be recorded and may be monitored. Alternatively you can write to us at: BUPA, Staines, TW18 4XF or fax us on 01784 465 232.

Making a complaint

If we have not been able to resolve the problem and you wish to take your complaint further, you can contact our Head of Customer Relations. Please write to: The Customer Relations Department, BUPA, Staines TW18 4XF. Fax on 01784 893175 or phone 0845 606 6726* between 8:30am and 5:30pm Mondays to Fridays. Calls to this number will be recorded and may be monitored.

It is rare that we are unable to settle a complaint but if this does happen, you may refer your complaint to the Financial Ombudsman Service. You can write to them at: South Quay Plaza, 183 Marsh Wall, London E14 9SR or call them on 0845 080 1800.

The Financial Services Compensation Scheme (FSCS)

BUPA Insurance Limited, BUPA Health Assurance Limited and BUPA Insurance Services Limited are members of the FSCS. You may be entitled to compensation if we are unable or are likely to be unable to meet our obligations (for example, due to insolvency). This will depend on the type of business and the circumstances of your claim. The FSCS may arrange to transfer your policy to another insurer, provide a new policy or, where appropriate, provide compensation. The first £2,000 of any claim paid by the FSCS would be met in full and above this amount, 90% of the remainder will be met.

Further information about compensation scheme arrangements is available from the FSCS on 020 7892 7300 or on its website <http://www.fscs.org.uk/>

* BT Landline calls to 0845 numbers will cost no more than 3 pence per minute. Charges from other providers may vary and calls made from mobiles usually cost more