



About our people

The purpose of this form is to help you understand the scope of insurance services provided by Bupa Insurance Services Limited (trading name Bupa) and our regulatory status. The staff at Bupa are trained, authorised and supervised to provide our customers and members with information only 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. Bupa Insurance Limited is a subsidiary of the British United Provident Association Limited.

Our registered address is 15-19 Bloomsbury Way, London, WC1A 2BA. Phone 020 7656 2000[†] Fax 020 7656 2700.

Bupa Insurance Limited and Bupa Insurance Services Limited are authorised and regulated by the Financial Services Authority (FSA). The firm reference numbers are 203332 and 312526 respectively. Confirmation and details of registration can be checked at the FSA's Register www.fsa.gov.uk/pages/register/ or by contacting the FSA on 0845 606 1234.

Bupa staff will give information only on Bupa's range of insurance policies. Private health insurance, health expenses, dental and travel cover are provided by Bupa Insurance Limited.

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 90 777[†] between 8am and 8pm Monday to Friday and 8am to 6pm on Saturdays. Alternatively you can write to us at: Bupa, Staines, TW18 3DZ or fax us on 01784 893 580.

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, Anchorage 3, Salford Quays, M50 3XL. You can either fax on 0161 931 5219 or phone on 0845 6066739[†] between 8am and 5.30pm Monday to Friday.

It's very rare 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 0800 023 4567 (free for fixed line users) or 0300 123 9 123 (free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02). For more information you can visit www.financial-ombudsman.org.uk

The Financial Services Compensation Scheme (FSCS)

Bupa Insurance Limited and Bupa Insurance Services Limited are members of the FSCS. In the unlikely event that we cannot meet our financial obligations, you may be entitled to compensation from the Financial Services Compensation Scheme. 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.

Further information is available from the FSCS on 0800 678 1100[†] or visit www.fscs.org.uk