

NSIP Services Ltd  
28 Alexandra Terrace,  
Exmouth, Devon,  
EX8 1BD

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

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

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### **2. Whose products do we offer?**

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers.
- We only offer products from a single insurer (Royal & Sun Alliance Insurance plc).

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

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

The statement of price you receive prior to purchase of cover includes all premiums, taxes and charges.

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

NSIP Ltd are authorised and regulated by the Financial Conduct Authority. Our reference number is 734636.

Our permitted business is arranging general 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 by phone on 0800 111 6768.

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

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

**In writing** to NSIP Services Ltd, 28 Alexandra Terrace, Exmouth, Devon, EX8 1BD

**By phone** telephone number 0333 2026530.

**By email** to [contact@selfstorage.insure](mailto:contact@selfstorage.insure)

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)?**

We are covered by the Financial Services Compensation Scheme (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 limited. Further information about the compensation scheme can be obtained from the FSCS.