

About our Home Insurance services

Greenbee is a trading name of John Lewis 171 Victoria Street London SW1E 5NN

- The Financial Services Authority (FSA)**
The FSA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.
- Whose products do we offer?**
We offer Home Insurance products from AXA Insurance UK plc and Sterling Insurance Company Ltd.
- Which service will we provide you with?**
Greenbee will provide product information to allow you to choose between our Household Insurance products. You will not receive advice or a recommendation.
- What will you have to pay us for our services?**
You will not be charged any fees for arranging this Insurance.
- Who regulates us?**
Greenbee is a trading name of John Lewis plc. John Lewis plc is an appointed representative of AXA Insurance UK plc, which is authorised and regulated by the Financial Services Authority (FSA Register number 202312) and of Sterling Insurance Company Ltd, which is authorised and regulated by the Financial Services Authority (FSA Register number 202012).

You can check this on the FSA Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

- What to do if you have a complaint**
If you wish to register a complaint, please contact us:

Greenbee Home Insurance: 0845 610 0300
Greenbee Specialist Home Insurance: 0800 916 6880

If the complaint is still not resolved to your satisfaction, you can approach the Financial Ombudsman Service. Making a complaint will not prejudice your right to take legal proceedings.

- Are we covered by the Financial Services Compensation Scheme (FSCS)?**
AXA Insurance UK plc and Sterling Insurance Company Ltd are covered by the FSCS. You may be entitled to compensation from the scheme if either AXA Insurance UK plc or Sterling Insurance Company Ltd cannot meet their obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

Further information about the compensation scheme arrangements is available from the FSCS at www.fscs.org.uk.