

LPS RENT GUARANTEE AND LEGAL EXPENSES INSURANCE

LETS XL LIMITED

First Floor, Williams House, Mochdre Business Park, Colwyn Bay, Conwy LL28 5HE

1. 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.

2. Whose products do we offer?

We only offer products from a limited number of insurers. Ask us for a list of insurers we offer insurance from.

3. Which services will we provide you with?

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.

4. What will you have to pay us for our services?

There is no fee for the types of insurance services provided.

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

5. Who regulates us?

The Letting Protection Service (LPS) is a trading name of Computershare Investor Services PLC, a firm authorised and regulated by the Financial Services Authority (FSA Register ref. 188534). Computershare Investor Services PLC is responsible for the promotion and marketing of these insurance services.

LetsXL Limited is authorised and regulated by the Financial Services Authority (FSA Register ref. 308416). LetsXL Limited is responsible for providing intermediary services for these insurance services.

LetsXL Limited's permitted business is arranging general insurance contracts.

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

6. Ownership

No firm or individual own 10% or more of LetsXL Limited.

7. What to do if you have a complaint

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

...in writing Write to LetsXL Limited, First Floor, Williams House, Mochdre Business Park, Colwyn Bay, Conwy LL28 5HE

...by phone Telephone 0845 366 0660

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

8. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the 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 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

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