

Initial Disclosure Document - about our insurance services

About us:

1. UDrive FleetSure is a trading name of UDrive Solutions (UK) Ltd. Our registered address 88 Crawford Street, London W1H 2EJ. The Company is an Appointed Representative of Pembroke Fitzwilliam Ltd.
2. Pembroke Fitzwilliam Ltd is authorised and regulated by the Financial Services Authority and entered in the Financial Services Authority (FSA) register under number 312202. It is registered in England and Wales. Registered office: 27 Sedley Taylor Road Cambridge CB2 8PN (registered number 4624699).
3. Pembroke Fitzwilliam Ltd is permitted to arrange, administer and offer for sale contracts of general insurance. You can check this on the FSA's Register by visiting the FSA's website at www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

About the FSA:

4. The FSA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

Our products:

5. We only offer products from AmTrust International Underwriters Ltd for all UDrive insurance coverages with the exception of "Sleepeasy "Insurance and Uninsured Loss Recovery (ULR) Insurance, both of which are underwritten by Brit Insurance Limited under an arrangement with ARAG plc.
6. You will not receive advice or a recommendation from us for our products. 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.
7. You will not have to pay a fee for our services.

If you wish to make a complaint:

8. If you wish to register a complaint, please contact us:
The Managing Director
UDrive Solutions (UK) Ltd
148 Leadenhall Street
London
EC3V 4QT
Telephone 0844 800 0307
Fax 020 3159 4236, or e-mail: customercare@udrivesolutions.com
If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

Are we covered by the FSCS?

9. 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.
10. 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 limit. Further information about compensation scheme arrangements is available from the FSCS.