

Information about our insurance services

Globacare Healthcare Ltd
Opus Business Centre
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Ferndown
BH22 9HU
0333 6789 000
admin@globacare.co.uk

The following information is to help you decide if our services are right for you.

Our services

We will provide advice and make a recommendation for you after we have assessed your needs and circumstances.

The insurance products we offer

We offer products from a range of insurers for private medical insurance, life insurance & International private medical insurance.

The cost of our services

No fee.

Complaints

If you wish to register a complaint please contact us:

Write to: The Customer Relations Department, Sesame Limited,
Empress House, St Thomas Road, Huddersfield, HD1 3LG.

Email: CustomerRelations@sbg.co.uk

Telephone: 0345 0456 800 (Mon-Fri 8.30am to 5.30pm)

If we do not resolve the complaint to your satisfaction, you may also contact The Financial Ombudsman Service.

Regulation

Globacare Healthcare Ltd is an appointed representative of Sesame Limited, Jackson House, Sibson Road, Sale, M33 7RR, which is authorised and regulated by the Financial Conduct Authority (FCA). Sesame Limited's Financial Services Register number is 150427.

The FCA is an independent watchdog that regulates financial services.

Sesame Limited's permitted business is advising and arranging non-investment insurance contracts. Sesame is only responsible for the services disclosed in this document, or any additional Sesame 'information about our services' document provided to you. All other services are the sole responsibility of the firm.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

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 will depend on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for:

- 100% of the claim with no upper limit for long term insurance
- 90% of the claim with no upper limit for all other types of cover.

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

Ownership

Sesame Limited is a wholly owned subsidiary of Sesame Bankhall Group Limited, which in turn, is wholly owned by Aviva plc.