



Important Information About Dogtag

Before buying your insurance from Dogtag we would encourage you to read the following important information.

Who regulates us?

Dogtag Ltd is an Appointed Representative of Travel Insurance Facilities Plc who are authorised and regulated by the Financial Conduct Authority. Travel Insurance Facilities FCA Firm Reference Number is 306537.

Whose products do we offer?

We only offer insurance from a single insurer Union Reiseversicherung AG (URV). This is arranged, administered and underwritten by Travel Insurance Facilities Plc.

What 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.

Will you have to pay a fee for our services?

You will not have to pay a fee for our services, you will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Who owns Dogtag?

Dogtag is an independently owned Limited Company whose registered company number is 03886668.

Our registered address is:
2ND FLOOR
167-169 GREAT PORTLAND STREET
LONDON W1W 5PF.

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 90% of the claim, with no upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

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

Complaints Procedure

We recognise the importance of service and set ourselves high standards. Should there be an occasion when we do not meet your expectations we are equally committed to dealing with any complaint in a thorough and professional manner.

If you wish to register a complaint or request a copy of our complaints procedures please contact us:

- In writing, addressed to The Quality and Improvements Manager, URV, 1, Tower View, Kings Hill, West Malling, Kent, ME19 4UY,
- By telephone to 0203 829 6604
- By email to complaints@tif-plc.co.uk

Dogtag Travel Insurance Key Facts

All insurance providers operating within the UK must provide an FCA Initial Disclosure Document. You can view ours by visiting www.dogtag.co.uk.