

AIG Life Limited

The AIG Building
58 Fenchurch Street
London
EC3M 4AB

About our insurance services

1. The Financial Conduct Authority (FCA)

The FCA is an 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 our own life and protection products.

3. Which service will we provide you with?

You will not receive advice or a recommendation from us for life and protection insurance products. We will provide you with a selection of life and protection insurance products and you will then need to make your own choice about how to proceed. We can only provide you with access to products from AIG Life Limited.

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

No fee is payable for the service provided. We pay a fee to the company that introduced you to us.

5. Who regulates us?

AIG Life Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (FRN:473752) with permission to provide life and protection products and services.

You can check this by visiting the FCA's Financial Services Register – register.fca.org.uk or by contacting the FCA on 0800 1116768

6. Ownership

AIG Life Limited is an insurer and a subsidiary of American International Group Inc (AIG, Inc.)

7. What to do if you have a complaint

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

...in writing AIG Life Limited, PO Box 12010, Harlow CM20 9LG

...by email complaints@aiglifeco.uk

...by phone 0345 600 6813

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.

Protection is at 100% where claims arise from the death or incapacity of the insured due to injury, sickness, or infirmity. Further information about compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).