

About Us

This is our initial disclosure document. This is important information which you should read to decide if our services are right for you.

▶ **Who we are**

Driving Ban Assistance is a trading name of Citymain Administrators Limited, Lion House, Red Lion Street, London, WC1R 4GB. Company Number 03979666.

▶ **Our Statutory Status**

Citymain Administrators Limited is authorised and regulated by the Financial Services Authority (FSA).

Citymain Administrators Limited's FSA Register number is 306535.

All the above information can be checked by visiting the FSA website at www.fsa.gov.uk/register. Alternatively, you can contact the FSA on Tel: 0845 606 1234.

▶ **Whose products do we offer?**

We choose to only offer driving ban insurance underwritten by a single insurance undertaking – Amtrust International Underwriters Limited.

▶ **Which service will we provide you with?**

You will not receive advice or recommendation from us for driving ban insurance. We do however provide you with information to help you make your own choice about how to proceed.

▶ **What to do if you have a complaint?**

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

- ▶ In writing: Citymain Administrators Limited, PO Box 116, Ryde, PO33 2WX
- ▶ By telephone: 0844 576 2271

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 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. Insurance arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS, 7th Floor, Lloyds Chambers, Portsoken Street, London E1 8BN.