

INITIAL DISCLOSURE DOCUMENT FOR OUR ONLINE QUOTE COMPARISON SERVICE ONLY.

1. Tiger.co.uk. Who regulates us?

Tiger.co.uk is a trading name of Seopa Limited. Seopa Limited (5th Floor Link Building, Adelaide Exchange, 24-26 Adelaide Street, Belfast, BT2 8GD) is regulated and authorised by the Financial Conduct Authority (FCA) as a non-investment insurance intermediary and as a credit broker. Our FCA Register number is 313860.

You can check this on the FS's Register by visiting the FCA's website:
<https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

We specialise in providing a quote comparison service for products such as breakdown, car, van, bike, home, pet, travel and bicycle insurance. This Initial Disclosure Document is for our online quote comparison service.

We also have other items on our web site **that are not covered by this Initial Disclosure Document** such as our offline quote comparison service. We have other systems which act as directories. We also have services on our web site which are not regulated by the FCA such as Utilities, holiday deals, car hire, airport parking and a shopping directory. Our web site might also display advertisements from other businesses which are not covered by this Initial Disclosure Document.

2. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. It requires us to give you this document. You should use this information to decide if our services are right for you.

3. The online quote comparison service we offer

Tiger.co.uk is a quote comparison service and internet directory - we are not an insurance or financial broker. We do not sell insurance. We do not conclude the insurance contract, you will be doing that with the provider.

As part of our online quote comparison service, we collect the answers you give us, we then pass that information to the provider following the providers' instructions on how that information should be mapped to their system. The provider then passes us back their quote and we display that quote as provided by the provider for you to see. Our system also applies filters to your details to eliminate providers that are unsuitable, do not wish to quote or cannot provide a competitive quote. The quote we display is as we have received from the provider and in that respect, we are following their instructions and information they have provided to us.

If the provider is a broker, then they will have obtained the quote. If the provider is an insurer, then they will be providing the quote. The quotes are produced at the providers' end of the system. We cannot and do not accept responsibility for the accuracy of any quotes displayed to users of our site.

You will not receive advice or a recommendation from us. We do not propose which policy you should take. We do ask providers to provide quotes as you have requested, we show you what you have requested and allow you to filter the results.

Where we allow you the opportunity to filter the quotes displayed, then we operate that filter as per your instructions. You will see what you requested in your quote as regards cover and in addition you can see your filter options. You can go back in and amend details in the form you filled out and obtain a new quote based on those changed details.

Our quote results page will show you columns covering different aspects of the quote. We display these based on the quotes and information returned by the provider. We cannot and do not accept responsibility for the accuracy of any quotes displayed to users of our site. We do not create the quotes and we can only display the quotes that we have received. You will then need to make your own choice about how to proceed and when you do you will need to check the details taken by the provider and add any further information that is material for them to provide you with a firm quote.

Tiger.co.uk are not in any way responsible for any inaccuracies in any insurance policy taken out by you from any insurance company or broker, whether or not they are listed on the Tiger.co.uk website. It is your responsibility to discuss your insurance and/or financial requirements and details with any insurer, broker, or company before taking out (concluding) an insurance policy or entering into any other financial agreement. Failure to do this could for example result in you taking out insurance which is not suitable for your requirements and which may be inadequate in the result of a claim. By taking out insurance from any of these providers, you are accepting that provider's terms and conditions. By making any agreement with any company listed on Tiger.co.uk, you are accepting that company's terms and conditions.

We do receive a payment from the providers for the service we provide. That can be a flat fee, a commission or a combination of the two.

We allow you to use our systems free of charge to compare quotes from a number of insurers, brokers, finance companies and other sources.

4. Whose products do we offer on our comparison insurance services?

Tiger.co.uk's breakdown, car, bike, van, home, pet, travel and bicycle insurance quote system compares quotes from a panel of providers who may be insurance companies or brokers.

We do this in real time, so you only have to fill in one form to compare a number of UK providers. When the quotes are listed you will be advised who the quotes are from. You can then access those firms directly for a finalised quote via their web site(s).

We have contractual arrangements in place with providers to provide providers with information for them to quote, where that information fits in with the type of business they

accept from us. Under those same contracts we agree to display the providers' quotes if those quotes are returned to us within a set time period.

Please note that providers make their own decisions as to whether they will use comparison services. Some do not. We do not claim to be whole of market.

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

We allow you to use our systems free of charge.

6. Unsolicited emails and phone calls

If you click through to a third party website from our website, we cannot guarantee you will not be contacted by these parties. We recommend that you read their Terms & Conditions regarding your right to opt-in or out of receiving further contact from them.

7. Ownership

We are pleased to say that we are independently owned. We operate 100% impartially across all insurance products.

8. Complaints procedure

Service standards

We aim to provide a high level service to all our customers. Seopa has an internal complaints procedure which will deal with complaints promptly and fairly. Seopa investigate all complaints competently, diligently and impartially. We aim where appropriate, to resolve all issues as quickly as possible and will always keep you informed of how your complaint is progressing.

What to do if you have a complaint?

If you have a complaint about our service, or an Introducer Appointed Representative when acting as our Introducer Appointed Representative, we prefer it if you could please contact us by email (info@quotezone.co.uk) or by writing to us at Seopa Limited, Customer Relations, 5th Floor Link Building, Adelaide Exchange, 24-26 Adelaide Street, Belfast, BT2 8GD. Should you wish to use an alternative means of communication then you can do so. We are happy on request to correspond with you by telephone or fax. If you have this information, please include your name and address, a contact telephone number, your quote number and details of why you are unhappy. This will help us to respond to you as quickly as possible. For the purposes of handling complaints our working day is 9am to 5pm Monday to Friday, excluding Bank Holidays.

We aim to resolve your complaint by the next working day following the working day your complaint was received. If we are not able to resolve your complaint in that time frame, then we will send you an acknowledgement communication advising when we do hope to be able to provide you with a response. After we have had the opportunity to investigate your concerns, we will issue you with a final response. We will keep you advised during the process.

Financial Ombudsman Service

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Depending upon the nature of your complaint, and whether you are an eligible complainant, you may after eight weeks of making your complaint, or if you are unhappy with our response to your complaint, have the right to refer your case to the Financial Ombudsman Service (FOS) who may be contacted at Exchange Tower, Harbour Exchange Square, London, E14 9SR, Telephone 0800 0234567. The FOS has been set up by Parliament to assist sorting out complaints relating to financial services where the regulated business and the customer are unable to agree on a resolution. The FOS provides an unbiased opinion and is free for you to use. The FOS on their web site has more details about the type of complaints they can deal with and the type of complainant who can use their services.

Web www.financial-ombudsman.org.uk

The FOS sets certain time limits in which you can raise a complaint with them. These time limits are six months after we have issued our final response, more than six years after the event you are complaining of and if you are complaining more than three years after you knew that you had a right to complain. If asked by the Financial Ombudsman Service, we will not consent to waive these time limits but in very limited circumstances the Financial Ombudsman Service can waive those time limits.

If your complaint is regarding a product or service that you have purchased via this website, then you should complain directly to the relevant product or service provider responsible for supplying the product or service about which you wish to complain. We cannot answer complaints on behalf of a product or service provider or accept responsibility for any such complaints. We recommend that you visit the website of the product or service provider and follow their complaints procedure if you wish to make a complaint against them.

If you require their contact details please contact our customer relations team who will be happy to assist you.

If you wish to raise a formal dispute you can do so through the European Commission's Online Dispute Resolution procedure (<https://webgate.ec.europa.eu/odr>).

9. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS for non-investment insurance mediation. 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, without any 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 compensation scheme arrangements is available from the FSCS.

10. THE IMPORTANCE OF PROVIDING CORRECT INFORMATION WHEN FILLING IN AN INSURANCE APPLICATION.

Please note that you need to answer all questions in the application form accurately and truthfully. If you fail to do so then your provider might be able to 'void' the policy altogether or reduce or refuse to pay a claim. Answering truthfully also means that you do not answer in a way that could be misleading. Answering accurately also means taking care that the

answer is accurate and that you have not recklessly given an answer without caring whether it was accurate or not.

If you are purchasing the insurance partly or mainly for the purposes related to a business then you are also required to provide any information that a prudent insurance underwriter might feel they needed to know in order to fully assess the risk you are asking them to insure. If you do not provide material information then you risk a claim being reduce, not paid or the policy being void. If in doubt ask the providing broker.

In order to reduce the number of fields you must fill in, Tiger.co.uk makes a number of assumptions about you. For example, we assume that where you say you have a 'no claims bonus' that bonus has been earned (a bonus providers will allow) by you on a car in the UK and has not expired. **We will warn you about the assumptions used on that specific comparison system. Please read, note and act on the warnings.** To get a 100% accurate quote from a provider, you must contact them directly. However, the quotes that you receive from Tiger.co.uk should be accurate enough to let you identify what companies are most likely to offer. When getting quotes from providers we and the provider have to map the answers you have given in answering our comparison application form with the actual questions in the provider's application form. The provider gives us the mapping to use but there may not be an exact map between question and answer. We therefore ask and request that you agree to check and validate those answers against the actual questions asked in the provider's application form. **As Tiger.co.uk gives an indication of the true quote you will receive from the various providers, it is entirely your responsibility to ensure that all information used by a provider in arranging an insurance policy for you is correct.**