

6-7 Hammet Street,
Taunton,
Somerset,
TA1 1RZ



About our insurance services

Who are we?

Llama Life is a trading style of Primas Life Limited, which is an appointed representative of Albany Park Limited, which is authorised and regulated by the Financial Conduct Authority as an insurance intermediary. Financial Services Register number for Albany Park Limited is 304130 and 919274 for Primas Life Limited. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register.

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

Whose products do we offer?

Llama Life can offer Term assurance with optional Critical Illness cover from a single provider, Cignpost Life. In doing so we will be acting on behalf of the customer.

Cignpost Life is arranged by Albany Park Limited and is administered and underwritten by iptiQ Life S.A. UK Branch.

What service do we provide?

You will not receive advice or a recommendation from us for insurance products. You will need to make your own choice about how to proceed.

How are we paid for this service?

We do not charge a fee for arranging insurance, we will receive a commission from the product provider which is a percentage of the annual premium paid.

What to do if you have a complaint

If you wish to register a complaint about our insurance services, please contact us:

in writing: Complaints Department, Albany Park Limited, Cody Technology Park, Old Ively Road, Farnborough, Hampshire, GU14 OLX

by phone 01252 912181

Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service, Exchange Tower, London, E14 9SR, or Telephone 0800 023 4567 or 0300 123 9123. Visit www.financial-ombudsman.org.uk for more details.

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.

For long-term insurance benefits e.g. Term Assurance and Critical Illness, the maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit.

Information about compensation scheme arrangements is available from the FSCS. Visit their website for further details - <https://www.fscs.org.uk/>