

Terms of Business

Initial Introduction

This charity is an Appointed Representative of Pet Plan Ltd.

Dogs Trust
Address: 17 Wakley Street
London EC1V 7RQ
Phone: 020 7837 0006

Which rehoming centre are you? Please tick relevant box below.

<input type="checkbox"/>	Ballymena	1100050695	<input type="checkbox"/>	Leeds	1100008634
<input type="checkbox"/>	Bridgend	1100017299	<input type="checkbox"/>	Merseyside	1100181391
<input type="checkbox"/>	Canterbury	1100182698	<input type="checkbox"/>	Newbury	1100050687
<input type="checkbox"/>	Darlington	1100017401	<input type="checkbox"/>	Roden	1100050688
<input type="checkbox"/>	Evesham	1100050689	<input type="checkbox"/>	Salisbury	1100152004
<input type="checkbox"/>	Glasgow	1300026993	<input type="checkbox"/>	Shoreham-by-Sea	1100050691
<input type="checkbox"/>	Harefield	1300023637	<input type="checkbox"/>	Snetterton	1100050692
<input type="checkbox"/>	Ilfracombe	1100050686	<input type="checkbox"/>	West Calder	1100013614
<input type="checkbox"/>	Kenilworth	1100050690			

Pet Plan Ltd's business is pet insurance. Pet Plan Ltd is authorised and regulated by the Financial Services Authority (FSA). Pet Plan Ltd's FSA Register No. is 311969. This can be checked by visiting the FSA website at www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

This charity provides insurance information only on Petplan policies underwritten by Allianz Insurance plc and is contractually obliged to conduct business in this way.

How to make a complaint

If you wish to register a complaint, please write to us at the above address or contact us on the above telephone number.

Alternatively you may wish to register your complaint with Pet Plan Ltd.

Please contact:

Customer Satisfaction Manager, Pet Plan Ltd, Great West House (GW2), Great West Road, Brentford, Middlesex TW8 9DX, United Kingdom.

Email: petplan.csm@allianz.co.uk

Phone: **0845 026 1985**

If we cannot settle your complaint, you may be entitled to refer it to the Financial Ombudsman Service.

Using our complaints procedure or referral to the Financial Ombudsman Service does not affect your legal rights.

Financial Services Compensation Scheme

If Pet Plan Ltd is unable to meet its liabilities you may be entitled to compensation under the Financial Services Compensation Scheme (FSCS). Further information about compensation scheme arrangements is available at www.fscs.org.uk, by emailing enquiries@fscs.org.uk or by phoning the FSCS on 0207 892 7300.