

# Insurance: Important information about us



## Who we are

National Westminster Bank Plc. Registered in England and Wales (Registered Number 929027), Registered Office: 250 Bishopsgate, London EC2M 4AA.

## Who regulates us

National Westminster Bank Plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Registration number is 121878. You can check this on the Financial Services Register by visiting: <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768 or the PRA on 0207 601 4878.

## The Service we offer

**For Life Insurance** we have chosen to work only with AIG Life Limited. We act as an arranger representing the insurer and will refer you to them. Their details are: AIG Life Limited. Registered in England and Wales. Number 6367921. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB. AIG Life Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Their Financial Services Registration number is 473752.

You will not receive a personal recommendation from us on life insurance policies. We will only provide information on how to contact AIG Life Limited.

We will refer you to AIG Life Limited, who will provide information to help you to decide whether the insurance policies they offer meet your needs. The range of products you may be eligible for are:

- Life Insurance (decreasing and level term)
- Life Insurance with Critical Illness Cover (decreasing and level term) – “Critical 3 with Life Insurance”
- Guaranteed acceptance over-60’s whole of life insurance – “Guaranteed Sixty-Plus Life Insurance”

## Our fees and how we are remunerated by the insurer

We do not charge you a fee for referring you to AIG Life Limited. If you choose to purchase a life insurance policy from AIG Life limited using the points of contact we provide, we will receive commission from them which is a percentage of the total annual premium you pay.

## What to do if you have a complaint

If you ever need to complain about our service to you, please contact us:

Online: You can make a complaint online at <https://www.natwest.com/global/contact-us/complain-js.ashx>

### Personal customers with accounts in England and Wales

By phone: **UK:** 0800 151 0404 – **Overseas:** +44 3457 888 444.

### Personal customers with accounts in Scotland

By phone: **UK:** 0800 151 0409 – **Overseas:** + 44 1183 732 069.

In writing: National Westminster Bank Plc, Customer Relations Manager, Bede House, 11 Western Boulevard, Leicester LE2 7EJ.

### Premier Banking customers

Customers with a Premier Banking Manager – you can call your Private Banking Manager or

By phone: **UK:** 0333 202 3330 – **Overseas:** +44 161 933 7239.

Customers without a Premier Banking Manager

By phone: **UK:** 03457 888 444 – **Overseas:** +44 3457 888 444.

In writing: National Westminster Bank Plc, Customer Relations Manager, PO Box 594, Chatham ME4 9DP.

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

## Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations you may be entitled to compensation under the scheme. You can get more information from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by calling 0800 678 1100 or 0207 741 4100.