
Who we are

The Royal Bank of Scotland plc. Registered in Scotland No 83026. Registered Office: 36 St Andrew Square, Edinburgh EH2 2YB.

Who regulates us

The Royal Bank of Scotland 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 114724. 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 act as an introducer and we represent the customer.

For Life Insurance we have chosen to work only with AIG Life Limited. 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 introduce you to AIG Life Limited, who will provide information to help you to decide whether the insurance 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 introducing 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.

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.rbs.co.uk/global/h/contact-us/personal-banking/complaint-form-js.ashx>

Personal Customers with accounts in Scotland (24 hours)

By Phone – **UK:** 0800 151 0405 – **Overseas:** +44 131 549 8888 – **Minicom:** 0800 404 6160

Personal Customers with accounts in England & Wales (24 hours)

By Phone – **UK:** 0345 900 0400 – **Overseas:** +44 131 242 0017 – **Minicom:** 0800 068 1289

In writing: The Royal Bank of Scotland plc, Customer Relations Manager, Bede House, 11 Western Boulevard, Leicester LE2 7EJ.

Premier Banking Customers – you can call your Premier Banking Manager or

Customers with Premier Banking Managers

By phone – **UK:** 0333 202 3332 – **Overseas:** +44 131 278 3507 – **Minicom:** 0800 027 1398

Customers without Premier Banking Managers

By phone – **UK:** 0345 7 24 24 24 – **Overseas:** +44 131 549 8888 – **Minicom:** 0800 404 6160

In writing: The Royal Bank of Scotland 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 or by calling 0800 678 1100 or 0207 741 4100.