

keyfacts

® About our insurance services

AIG Life

American Life Insurance Company,
Invicta House, Trafalgar Place,
Brighton, BN1 4FR.

1. The Financial Services Authority (FSA)

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

2. Whose products do we offer?

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers. Ask us for a list of insurers we offer insurance from.
- We only offer our own products

3 Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or recommendation from us. We may ask some questions to ensure you are eligible for the product offered. You will need to make your own choice about how to proceed.

4 What will you have to pay us for our services?

- A fee.
- No fee.

5 Who regulates us?

American Life Insurance Company, ALICO House, 22 Addiscombe Road, Croydon CR9 5AZ is authorised and regulated by the Financial Services Authority. Our FSA Register number is 139417.

Our permitted business is arranging non-investment contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

6 Ownership

American Life Insurance Company is wholly owned by American International Group (AIG).

7 What to do if you have a complaint

If you wish to register a complaint, please contact us:

...in writing

Write to Compliance Officer, American Life Insurance Company, ALICO House, 22 Addiscombe Road, Croydon, CR9 5AZ

...by phone

Telephone 0845 045 0610

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

8 Are we covered by the Financial Services Compensation Scheme?

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.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

AIG Life is a trading style of American Life Insurance Company, a private limited company incorporated with limited liability in Delaware, USA No. 0123730. Head office: One ALICO Plaza, Wilmington, Delaware, USA 19801. Registered in England No. BR000230. Branch office: ALICO House, 22 Addiscombe Road, Croydon CR9 5AZ. Authorised and regulated by the Financial Services Authority. Calls may be monitored and/or recorded to maintain and improve the quality of our service.

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