
6. Ownership

Payplan Financial Services Ltd is 100% owned by Totemic Ltd.

7. What to do if you have a complaint

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

... in writing Complaints Officer, Payplan Financial Services Ltd, Kempton House, Kempton Way,
Dysart Road, Grantham, Lincolnshire, NG31 7LE

... by phone 0800 9177829

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 (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.

Insurance advising and arranging is covered for 90% of the claim with no upper limit.

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