



DISCLAIMERS AND COMPLAINTS NOTICE

About Us

Killara Cyber Ltd is an Appointed Representative of Pro MGA Solutions Ltd who is authorised and regulated by the Financial Conduct Authority under reference 770419.

You can check this on the FCA Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768. Pro MGA Solutions Ltd is an insurance intermediary.

We Are

Killara Cyber Ltd

Registered office: c/o Hillier Hopkins LLP, 45 Pall Mall, London SW1Y 5JG Registered in England No. 15602440

Data Protection

Where personal information is collected about individuals in connection with the arranging of insurance, this information will be collected and processed in accordance with our Privacy Policy which can be viewed on our website www.killaracyber.com. Alternatively, you can contact us for a copy.

What to do if you have a complaint?

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



- In writing to – The Compliance Officer, Des McCavitt, Killara Cyber Ltd (registered office address above)
- By emailing – The Compliance Officer at compliance@killaracyber.com
- By telephoning – 020 4570 5984

If we are not able to resolve the complaint to your satisfaction, you may be entitled to refer the matter to the Financial Ombudsman Service:

- In writing to – The Financial Ombudsman Exchange Tower, Harbour Exchange Square, London, E14 9SR.
- Via the internet – www.financial-ombudsman.org.uk.
- By telephone – 0845 080 1800.

Are we covered by the Financial Services Compensation Scheme (FSCS)?

Killara Cyber Ltd is covered by the FSCS. You may be entitled to compensation from the scheme if Killara Cyber Ltd is unable to meet its financial obligations. This will depend upon the type of business/insurance and the circumstances of any claim.

Insurance advising and arranging (intermediation) may be covered for 90% of a claim without any upper limit to value.

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