



## about our insurance services

**Sure Insurance Europe Cell of Jatco Insurance Brokers PCC Ltd**  
**The Reed Centre, Blue Harbour, Ta'Xbiex Marina, Ta'Xbiex XBX1027 Malta**

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### 1. The Malta Financial Services Authority

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The MFSA is the financial regulator of Malta.

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### 2. Whose products do we offer?

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#### Insurance

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers.
- For Medical Travel Shield and Fertility Travel Shield, we only offer products from a single insurer.
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### 3. Which service will we provide you with?

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#### Insurance

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us for Medical Travel Insurance. We may ask some questions to narrow down the selection of products that we will provide details on. You will need to make your own choice about how to proceed.
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### 4. What will you have to pay us for our services?

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#### Insurance

- A fee.
- No fee for Medical Travel Insurance.
- You will receive a quotation which will tell you about any other fees in relation to any particular insurance policy.
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### 5. Who regulates us?

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Sure Insurance Europe Cell of Jatco Insurance Brokers PCC Ltd, The Reed Centre, Blue Harbour, Ta'Xbiex Marina, Ta'Xbiex XBX1027 Malta is authorised and regulated by the Malta Financial Services Authority. Company registration number C9233. Enrolled in the MFSA Brokers List BL/002.

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## **6. Ownership**

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We are neither owned directly or indirectly by an insurance company.

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## **7. What to do if you have a complaint**

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

In writing: The Complaints Manager, Ms Roberta Saglimbene, Sure Insurance Europe Cell of Jatco Insurance Brokers PCC Ltd, The Reed Centre, Blue Harbour, Ta'Xbiex Marina, Ta'Xbiex XBX1027 Malta, or on the following email address: [roberta@jatco.mt](mailto:roberta@jatco.mt) or by phone: +356 2779 1000.

Your complaint will be acknowledged upon receipt and we will provide information about the way we handle your complaint and will give you a response without unnecessary delay, and where possible, not later than fifteen working days.

If you cannot settle your complaint with us, you may also refer your complaint to The Office of the Arbiter for Financial Services, established under the Arbiter for Financial Services Act, 1<sup>st</sup> Floor, St Calcedonius Square, Floriana FRN 1530 Malta, Freephone (for local calls): 80072366, Tel: (+356) 21249245, email: [complaint.info@financialarbiter.org.mt](mailto:complaint.info@financialarbiter.org.mt). You can download a complaint form (available in Maltese and English) from [www.financialarbiter.org.mt](http://www.financialarbiter.org.mt) refer to the page "For Consumers" and proceed to "Submit a Complaint".

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