

# Customer information pursuant to Section 11 of the Regulation on Insurance Brokerage and Advice (Versicherungsvermittlerverordnung – VersVermV) [hwfpartners.com](https://www.hwfpartners.com)

## 1. Name and Address

Hemsley Wynne Furlonge GmbH, Taunusanlage 8, c/o WeWork, 60325 Frankfurt am Main, Germany

Represented by: Rebecca Wynne and Dr. Philipp Heer, each managing director with sole power of representation.

acting through its UK branch:

Hemsley Wynne Furlonge GmbH UK Branch is authorised and regulated by the Financial Conduct Authority under FRN 977540. Registered in England and Wales with establishment number BR024463 and an insurance broker (Versicherungsmakler) with a permit pursuant to section 34d para 1 German Industrial Code (Gewerbeordnung) issued by the Chamber of Commerce and Industry (Industrie- und Handelskammer) Frankfurt am Main. Registered in the intermediary register (Vermittlerregister – [www.vermittlerregister.info](http://www.vermittlerregister.info)) under register number: D-R9Q7-OSZ01-46.

Tel: +44 (0)203 637 2202

E-mail: [info.eu@hwfpartners.com](mailto:info.eu@hwfpartners.com)

## 2. Regulatory Authority and Type of Activity

Responsible regulatory authority is:

Chamber of Commerce (Industrie- und Handelskammer) Frankfurt am Main  
Börsenplatz 4  
60313 Frankfurt am Main  
Germany

Tel: +49 (0)69 219 720 40

E-mail: [info@frankfurt-main.ihk.de](mailto:info@frankfurt-main.ihk.de)

HWF is registered with a permit pursuant to sec. 34d para 1 GewO.

## 3. Common register authority pursuant to sec. 11a para 1 GewO and registration in the broker register

HWF operates in the UK as an Appointed Representative of Ardonagh Specialty Limited as confirmed on the FCA website via <https://register.fca.org.uk/s/firm?id=0014G00002dgCmuQAE>.

HWF, as a German entity, is also registered with Deutscher Industrie- und Handelskammertag (DIHK) e. V. Breite Straße 29, 10178 Berlin, Germany

Tel: +49 (0)180 600 58 50 (land line: 0,20 €/call; mobile max. 0,60 €/call)

[www.vermittlerregister.info](http://www.vermittlerregister.info)

The registration in the broker register ([www.vermittlerregister.info](http://www.vermittlerregister.info)) is available under registration number D-R9Q7-OSZ01-46.

#### 4. Address of the mitigation authority

For the resolution of disputes resulting from insurance broking you may apply to the following arbitration authority:

Versicherungsombudsmann e. V.  
Postfach 08 06 3  
10006 Berlin  
Germany

[www.versicherungsombudsmann.de](http://www.versicherungsombudsmann.de)

#### 5. Customer Complaints

Customer complaints can be submitted as follows:

- Telephone: +49 (0)69 506 027 470
- E-mail: [complaints@hwfpartners.com](mailto:complaints@hwfpartners.com)
- in writing: Compliance, Hemsley Wynne Furlonge GmbH UK Branch, c/o WeWork, Taunusanlage 8, 60325 Frankfurt am Main, Germany.

#### 6. Type of Remuneration in connection with broking

HWF is typically remunerated by way of commission. The commission is part of the insurance premium and the rate of commission depends on the agreement with each individual insurer in the individual case. The commission will be fully disclosed to you. HWF does not receive any additional remuneration that is not disclosed.

#### 7. Disclosure of direct or indirect holdings of more than 10% in insurance companies of by insurance companies in the capital of the broker of more than 10%

HWF does not hold – neither directly nor indirectly – participations of more than ten per cent of the voting rights or the capital of an insurance company. Insurance companies or parent companies of insurance companies does not hold – neither directly nor indirectly – participations in the voting rights or the capital of HWF.

B2B Privacy Information: <https://www.hwfpartners.com/gmbh-privacy-policy/>