

Statutory Disclosures

Regulatory Status Road Collision Support Network Ltd (RCSN) is authorised and regulated by the **Financial Conduct Authority (FCA)** to provide **claims management services** in relation to personal injury claims. Our FCA registration number is: **1058743**.

Scope of Regulated Activity Our regulated activity includes:

- Advice or assistance in connection with pursuing a **personal injury claim**.
- Introduction to **FCA-authorised legal service providers** for the purpose of pursuing such claims.
- Any activity that constitutes **claims management services** under the Financial Services and Markets Act 2000.

Unregulated Activity We also provide a range of **support, information, and signposting services** that do *not* fall within FCA regulation. These include:

- General information about road collisions, bereavement support, and practical next steps.
- Non-legal guidance relating to welfare, emotional support, or practical arrangements.
- Signposting to charities, support and community organisations.
- Any service that does not involve advice or assistance in pursuing a personal injury claim.

These services are **not regulated by the Financial Conduct Authority**.

Customer Choice You are free to choose how you pursue any legal claim and may instruct a legal representative of your own choosing. We do not provide legal advice, negotiate compensation, or manage claims ourselves.

Fees and Charges If you choose to engage with a legal provider we introduce, any fees or charges will be clearly explained by that provider before you agree to proceed. RCSN does *not* charge customers for its support or signposting services.

Complaints If you are dissatisfied with any aspect of our regulated claims management service, you may make a complaint directly to us. If your complaint relates to regulated activity and we are unable to resolve it, you may refer it to the **Financial Ombudsman Service**.