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#### **About Us**

Square Pegs is a trading name of Ryan Specialty Underwriting Managers International Limited. Ryan Specialty Underwriting Managers International Limited is registered in England and Wales under company number 07774336 with its Registered Office at 60 Great Tower Street, London EC3R 5AZ. Authorised and regulated by the Financial Conduct Authority. Herein referred to as 'Ryan Specialty', 'we', 'our' or 'us', and each a subsidiary of Ryan Specialty, LLC <a href="https://ryanspecialty.com/">https://ryanspecialty.com/</a>

Square Pegs provides innovative insurance products, underwritten by our insurance providers, to insurance brokers and their clients throughout the UK.

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In respect of the Square Pegs Portal, you can only access your agency with your unique username and password, and we will help keep your information confidential. You must ensure that you do not disclose your username or password to anyone else. You should notify us immediately if you become aware that someone has access to your agency without your consent.

Additional information regarding the security of personal data, and the use of cookies is available.

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The applicable law governing the contents and use of this site and any disputes arising from use of this site is English law and the courts of England shall have exclusive jurisdiction in all disputes.

### **Our Commitment To You**

We are committed to providing you with a quality products backed up by first class service. Should you wish to comment on our website, its content, or our service please write or email to us at: Square Pegs

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Email: info@sqpegs.co.uk

## Complaints

If you are unhappy with our service we have a complaints procedure, details of which are available on request by emailing us at <a href="mailto:enquiries@castelmga.com">enquiries@castelmga.com</a>. You may be able to refer a complaint to the Financial Ombudsman Service (FOS) if you are unhappy with how we deal with your complaint. The FOS website is www.financial-ombudsman.org.uk.

# **Duty to make a Fair Presentation**

When using the Square Pegs Portal, you have a duty to make a fair presentation of the risk which is covered by this policy on behalf of your customer. Therefore, you should ensure that any information you have provided to us and the content of any statement of fact is accurate and complete.