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## United Kingdom

### Regulators and associated bodies

**Financial Ombudsman Service**  
020 7964 1000  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**Financial Services Authority**  
020 7066 1000  
[www.fsa.gov.uk](http://www.fsa.gov.uk)

**Financial Services Authority  
Complaints Commissioner**  
020 7562 5530  
[www.fscs.gov.uk](http://www.fscs.gov.uk)

**Financial Services Compensation  
Scheme Limited**  
020 7892 7300  
[www.fscs.org.uk](http://www.fscs.org.uk)

**Financial Services Consumer Panel**  
020 7066 9346  
[www.fs-cp.org.uk](http://www.fs-cp.org.uk)

**Financial Services  
Practitioner Panel**  
020 7066 3038  
[www.fs-pp.org.uk](http://www.fs-pp.org.uk)

**HM Revenue & Customs**  
[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

**HM Treasury**  
020 7270 4558  
[www.hm-treasury.gov.uk](http://www.hm-treasury.gov.uk)

**Motor Insurers' Bureau**  
01908 830001  
[www.mib.org.uk](http://www.mib.org.uk)

**Vehicle & Operator  
Services Agency**  
0300 123 9000  
[www.vosa.gov.uk](http://www.vosa.gov.uk)

### Market bodies

**Accident Management Association**  
01727 896086  
[www.amassociation.co.uk](http://www.amassociation.co.uk)

**Arson Prevention Bureau**  
020 7216 7522  
[www.arsonpreventionbureau.org.uk](http://www.arsonpreventionbureau.org.uk)

**Association of Average Adjusters**  
[www.average-adjusters.com](http://www.average-adjusters.com)

**Association of British Insurers**  
020 7600 3333  
[www.abi.org.uk](http://www.abi.org.uk)

**Association of Consulting Actuaries**  
0203 207 9380  
[www.aca.org.uk](http://www.aca.org.uk)

**Association of Insurance  
and Risk Managers**  
020 7480 7610  
[www.airmic.com](http://www.airmic.com)

**Association of Lloyd's Members**  
020 7488 0033  
[www.alm.ltd.uk](http://www.alm.ltd.uk)

**Association of Local Authority  
Risk Managers**  
01395 519083  
[www.alarm-uk.org](http://www.alarm-uk.org)

**Association of Medical Insurance  
Intermediaries**  
[www.amii.org.uk](http://www.amii.org.uk)

**Association of Professional  
Compliance Consultants**  
[www.apcc.org.uk](http://www.apcc.org.uk)

**Association of Run-Off Companies**  
0870 609 1379  
[www.arclegacy.eu](http://www.arclegacy.eu)

**Aviation Insurance Clauses Group**  
020 7327 4045  
[www.aicg.co.uk](http://www.aicg.co.uk)

**British Insurance Brokers'  
Association**  
0870 950 1790  
[www.biba.org.uk](http://www.biba.org.uk)

**British Insurance Law Association**  
07776 115795  
[www.bila.org.uk](http://www.bila.org.uk)

**Business Continuity Institute**  
0118 947 8215  
[www.thebci.org](http://www.thebci.org)

**CIFAS**  
[www.cifas.org.uk](http://www.cifas.org.uk)

**Climatewise**  
020 7216 7530  
[www.climatewise.org.uk](http://www.climatewise.org.uk)

**Compliance Register**  
01908 322450  
[www.compliancer.com](http://www.compliancer.com)

**Fire Protection Association**  
01608 812500  
[www.thefpa.co.uk](http://www.thefpa.co.uk)

**Forum of Insurance Lawyers**  
[www.foil.org.uk](http://www.foil.org.uk)

**Instep**  
020 7265 5750  
[www.insteponline.co.uk](http://www.insteponline.co.uk)

**Institute of Insurance Brokers**  
01933 410003  
[www.iib-uk.com](http://www.iib-uk.com)

**Institutional Voting  
Information Service**  
020 7216 7671  
[www.ivis.co.uk](http://www.ivis.co.uk)

**Insurance Charities**  
020 7606 3763  
[www.theinsurancecharities.org.uk](http://www.theinsurancecharities.org.uk)

**Insurance Fraud Bureau**  
[www.insurancefraudbureau.org](http://www.insurancefraudbureau.org)

**Insurers' Fire Research  
Strategy Funding Scheme**  
01608 812 500  
[www.infires.co.uk](http://www.infires.co.uk)

**International Financial  
Services London**  
020 7213 9100  
[www.ifsl.org.uk](http://www.ifsl.org.uk)

**International Underwriting Association of London**  
020 7617 4444  
[www.iaa.co.uk](http://www.iaa.co.uk)

**Legal Expenses Insurance Group**  
[www.leig.org](http://www.leig.org)

**Lloyd's**  
020 7327 1000  
[www.lloyds.com](http://www.lloyds.com)

**Lloyd's Market Association**  
020 7327 3333  
[www.the-lma.com](http://www.the-lma.com)

**London Market Insurance Brokers' Committee**  
020 7280 0150  
[www.lmbc.co.uk](http://www.lmbc.co.uk)

**London Underwriting Centre**  
020 7617 5000  
[www.luc.co.uk](http://www.luc.co.uk)

**Motor Insurers' Information Centre**  
0845 165 2800  
[www.miiic.org.uk](http://www.miiic.org.uk)

**National Flood Forum**  
01299 403055  
[www.floodforum.org.uk](http://www.floodforum.org.uk)

**National Insurance Repair Contractors Association**  
01252 357840  
[www.nirca.org.uk](http://www.nirca.org.uk)

**Polaris**  
[www.polaris-uk.co.uk](http://www.polaris-uk.co.uk)

**Staple Inn Actuarial Society**  
[secretary@sias.org.uk](mailto:secretary@sias.org.uk)  
[www.sias.org.uk](http://www.sias.org.uk)

**Unclaimed Assets Register Ltd**  
0870 241 1713  
[www.uar.co.uk](http://www.uar.co.uk)

**Under 35s Reinsurance Group**  
020 7357 2131  
[www.under35s.com](http://www.under35s.com)

**Worshipful Company of Insurers**  
020 7600 4006  
[www.wci.org.uk](http://www.wci.org.uk)

**Xchanging**  
0870 380 0830  
[www.xchanging.com](http://www.xchanging.com)

## Professional bodies

**Association of Chartered Certified Accountants**  
020 7059 5000  
[www.accaglobal.com](http://www.accaglobal.com)

**Chartered Institute of Loss Adjusters**  
0845 3459960  
[www.cila.co.uk](http://www.cila.co.uk)

**Chartered Insurance Institute**  
020 8989 8464  
[www.cii.co.uk](http://www.cii.co.uk)

**Compliance Institute**  
0116 246 1316  
[www.complianceinstitute.co.uk](http://www.complianceinstitute.co.uk)

**Faculty of Actuaries**  
020 7632 2100  
[www.actuaries.org.uk](http://www.actuaries.org.uk)

**Institute of Actuaries**  
020 7632 2100  
[www.actuaries.org.uk](http://www.actuaries.org.uk)

**Institute of Automotive Engineer Assessors**  
01543 266906  
[www.iaea-online.org](http://www.iaea-online.org)

**Institute of Chartered Accountants in England and Wales**  
020 7920 8100  
[www.icaew.com](http://www.icaew.com)

**Institute of Risk Management**  
020 7709 9808  
[www.theirm.org](http://www.theirm.org)

**Personal Finance Society**  
020 8530 3052  
[www.thepfs.org](http://www.thepfs.org)

**Royal Institution of Chartered Surveyors Insurance Forum**  
[www.rics.org/site/scripts/documents.aspx?categoryID=469](http://www.rics.org/site/scripts/documents.aspx?categoryID=469)

**Society of Mortgage Professionals**  
020 8989 8464  
[www.cii.co.uk/mortgageprofessionals](http://www.cii.co.uk/mortgageprofessionals)

## Educational and research bodies

**Financial Services Skills Council**  
0845 257 3772  
[www.fssc.org.uk](http://www.fssc.org.uk)

**National Skills Academy Financial Services**  
0845 618 2353  
[www.nsafs.co.uk](http://www.nsafs.co.uk)

**Personal Finance Education Group**  
020 7330 9470  
[www.pfeg.org](http://www.pfeg.org)

## Universities

All the institutions listed here offer courses and/or conduct research in financial services, insurance, risk management or actuarial science.

**Birmingham City University**  
[www.bcu.ac.uk](http://www.bcu.ac.uk)

**Bournemouth University**  
01202 524111  
[www.bournemouth.ac.uk](http://www.bournemouth.ac.uk)

**Cass Business School**  
020 7040 8600  
[www.cass.city.ac.uk](http://www.cass.city.ac.uk)

**Glasgow Caledonian University**  
0141 331 3000  
[www.gcal.ac.uk](http://www.gcal.ac.uk)

**Heriot-Watt University**  
0131 449 5111  
[www.hw.ac.uk](http://www.hw.ac.uk)

**London Metropolitan University**  
020 7423 0000  
[www.londonmet.ac.uk](http://www.londonmet.ac.uk)

**London School of Economics and Political Science**  
020 7405 7686  
[www.lse.ac.uk](http://www.lse.ac.uk)

**London School of Economics Centre for Analysis of Risk and Regulation**  
020 7955 6577  
[www.lse.ac.uk/collections/CARR](http://www.lse.ac.uk/collections/CARR)

**Manchester Metropolitan University**

0161 247 2000  
www.mmu.ac.uk

**Napier University**

08452 606040  
www.napier.ac.uk

**Queen's University Belfast**

02890 245133  
www.qub.ac.uk

**Sheffield Hallam University**

0114 225 5555  
www.shu.ac.uk

**Swansea University**

01792 205678  
www.swan.ac.uk

**University of Bristol Personal Finance Research Centre**

0117 928 8634  
www.pfrc.bris.ac.uk

**University of Kent**

01227 764000  
www.kent.ac.uk

**University of Nottingham Centre for Risk and Insurance Studies**

0115 846 6607  
www.nottingham.ac.uk/business/cris

**University of Salford**

0161 295 5000  
www.salford.ac.uk

**International****ACORD**

020 7617 6400  
www.acord.org

**Association Internationale de Droit des Assurances**

mmconway@blg.co.uk  
www.aida.org.uk

**Association of Mutual Insurers and Insurance Cooperatives in Europe**

+32 2 503 3878  
www.amice-eu.org

**Captive Insurance Companies Association**

+1 952 928 4655  
www.cicaworld.com

**CFA Institute**

+1 434 951 5499  
www.cfainstitute.org

**Credit & Surety PML Working Group**

info-pml@cs-pml.org  
www.cs-pml.org

**CRO Forum**

+31 (0) 20 656 8283  
www.croforum.org

**Global Association of Risk Professionals**

020 7397 9630  
www.garp.com

**Institute for Global Insurance Education**

www.igie.org  
miller@cpcuiia.org

**Institute of Islamic Banking and Insurance**

020 7245 0404  
www.islamic-banking.com

**International Actuarial Association**

+1 613 236 0886  
www.actuaries.org

**International Association for the Study of Insurance Economics**

+41 22 707 6600  
www.genevaassociation.org

**International Association of Engineering Insurers**

ugroetimiasec@aol.com  
www.imia.com

**International Association of Hail Insurers**

www.aiag-iahi.org

**International Association of Insurance Fraud Agencies**

+1 816 756 5285  
www.iaifa.org

**International Association of Insurance Receivers**

+1 212 867 0228  
www.iair.org

**International Association of Insurance Supervisors**

+41 61 225 7300  
www.iaisweb.org

**International Cooperative and Mutual Insurance Federation**

0161 929 5090  
www.icmif.org

**International Credit Insurance & Surety Association**

+31 (0) 20 625 4115  
www.icisa.org

**International Institute of Loss Adjusters**

+1 630 932 0707  
www.iila.com

**International Insurance Society**

+1 212 815 9291  
www.iisonline.org

**International Union of Aviation Insurers**

020 7626 5314  
www.iuai.org

**International Union of Credit and Investment Insurers (Berne Union)**

020 7841 1110  
www.berneunion.org.uk

**International Union of Marine Insurance**

+41 (44) 208 2870  
www.iumi.com

**Islamic Financial Services Board**

+603 26 98 4248  
www.ifsb.org

**S S Huebner Foundation for Insurance Education**

+1 215 898 9631  
www.huebnergeneva.org

**United Nations Conference on Trade and Development Insurance Programme**

diteinfo@unctad.org  
www.unctad.org

**United Nations Environment Programme Finance Initiatives**

+41 22 917 8178  
www.unepfi.org