ALPHERA Motorcycle Tyre Damage Insurance.

Policy Wording.



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About Your ALPHERA Motorcycle Tyre Damage Insurance.

In return for **Your** payment of the **Premium**, **We** agree to insure **You** in accordance with the terms and conditions contained in the policy documentation provided to **You** in writing by **Us**.

GardX Assure Limited is authorised to sign and issue these documents on Our behalf.

In witness whereof this Insurance Policy has been signed on behalf of the $\ensuremath{\text{Insurer}}$ by:

Bartin

Mr. Victor Coutin GardX Assure Limited



1. About Your Certificate.

ALPHERA Motorcycle Tyre Damage Insurance has been designed to contribute towards the cost of repairing or replacing the **Tyre(s)** fitted to the **Insured Motorcycle** in the event that they sustain **Damage** within the **Period of Cover**. Please refer to Section 4. Cover Provided of this Policy Wording.

The **Schedule** is subject to the terms of this Policy Wording and it shows the **Insured Motorcycle** that is covered by this Tyre Damage Insurance.

This Policy Wording includes important details about the cover provided and any exclusions that may apply. It must be read in conjunction with **Your** other policy documentation such as **Your Schedule**. Words with special meanings have been listed within the **Definitions** below. These words are printed in bold whenever they appear in this Policy Wording.

Please take the time to read **Your** policy documentation. If **You** have any questions or there is anything that **You** do not understand, please contact GardX Assure on 020 3971 0989 by telephone, or at <u>support-alpheraprotect@gardx.co.uk</u> by email.

We have listed the exclusions that apply to Your Tyre Damage Insurance below.

Please read this Policy Wording carefully as **Your** failure to comply with any of its terms may render **Your** Tyre Damage Insurance invalid and could jeopardise the payment of any claim which might arise.

This Policy Wording tells **You** what is covered, how claims are administered and other important information.

This insurance is administered by GardX Assure Limited, **They** will help **You** with any questions **You** may have and deal with any claims. **You** should also contact them if **You** need to make any changes to the information disclosed when **You** arranged this insurance.

GardX Assure Limited is registered in England under company Registration Number 9339557 and is authorised and regulated by the Financial Conduct Authority, Registration Number 711212. Their registered office is at Unit 7, Clovelly Business Park, Clovelly Road, Southbourne, Emsworth, United Kingdom, PO10 8PE.

This insurance is underwritten by Helvetia Swiss Insurance Company in Liechtenstein Ltd. Registered office: Aeulestrasse 60 (2. Stock) 9490 Vaduz, Liechtenstein. The **Insurer** is authorised and regulated by the Liechtenstein Financial Market Authority and is deemed authorised by the Prudential Regulation Authority and subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEAbased firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

2. Eligibility.

- 2.1 You may only purchase this **Policy** within 60 days from the date You take delivery of the **Insured Motorcycle**.
- 2.2 If **You** purchase this **Policy** after the delivery of the **Insured Motorcycle**, a **Moratorium Period** of 13 days applies after the **Start Date** in which **You** are not able to make a claim.
- 2.3 In order to be eligible for this **Policy**, the following must apply throughout the **Period of Cover**:
- 2.3.1 You must be a permanent resident of the United Kingdom;
- 2.3.2 You must be the registered keeper of the Insured Vehicle or in the case of a lease agreement, the authorised driver of the Insured Motorcycle;
- 2.3.3 **You** must be a private individual using the **Insured Motorcycle** for social, domestic, pleasure, commuting or business purposes;
- 2.3.4 **You** or any person permitted to ride the **Insured Motorcycle** must hold a current valid United Kingdom driving licence, or hold a full internationally recognised driving licence that is valid for use in the United Kingdom and entitles **You** to legally ride the **Insured Motorcycle**, and;
- 2.3.5 You must have paid the Premium.
- 2.4 This **Policy** will not provide cover for:
- (a) **Tyre(s)** that do not carry the European 'E' mark;
- (b) Any motorcycle that has registered more than 50,000 miles on the odometer on the date You purchase this Policy;
- (c) Any motorcycle insured on any type of motor trade insurance policy; any motor trader, garage or associated company that sells vehicles, the proprietor(s) of such motor trader or garage, or an employee or a direct relative of such proprietor(s);
- (d) Any motorcycle used at any time in a public service capacity, such as a Military, Police or Ambulance motorcycle;
- (e) Any motorcycle used at any time for hire and reward; courier or delivery services; short-term self-drive; for the carriage of passengers, including but not limited to taxi services, private hire, or motorcycles used for riding instruction purposes in connection with **Your** occupation;
- (f) Any motorcycle used at any time for any type of competition or rally; racing; any type of track day; off road; speed testing; pace making, or reliability trials, or;
- (g) Quad bikes; scooters; tricycles; sidecars, or any motorcycle designed for off-road use only.

3. Definitions.

The following words will have the meanings described below wherever they appear in this Policy Wording:

Administrator/They means GardX Assure Limited, Unit 7, Clovelly Business Park, Clovelly Road, Southbourne, Emsworth, United Kingdom, PO10 8PE. Whenever **You** contact them please quote the product number on **Your Schedule**;

ALPHERA Partner means the authorised motor dealer that supplied the **Insured Vehicle** and sold **You** this **Policy**;

Benefit means the amount shown in **Your Schedule** that represents the maximum amount **We** will pay for a repair or replacement in connection with any one claim;

Claims Limit means the maximum number of claims **You** can make during the **Period of Cover** as shown in **Your Schedule**. **You** can make up to 3 claims in total during the **Period of Cover**;

Damage means either:

- (a) The accidental or malicious Damage by a third party to the Tyre(s) fitted to the Insured Motorcycle resulting in the need for immediate repair or replacement, or;
- (b) A puncture;

Incident means the cause of the Damage;

Insured Motorcycle means the motorcycle described in Your Schedule;

Moratorium Period means the 13-day period between the **Start Date** of this Tyre Damage Insurance cover and the first date **You** are able to make a claim. This will only apply if **You** purchase this **Policy** after **You** took the delivery of the **Insured Motorcycle**;

Period of Cover means the period as noted on **Your Schedule** for which **We** have agreed to provide Tyre Damage Insurance in accordance with this Policy Wording. If **You** purchase this **Policy** after the delivery of the **Insured Motorcycle**, there is a **Moratorium Period** of 13 days after the **Start Date** in which **You** are not able to make a claim;

Premium means the amount payable by **You** (including any taxes, commissions or charges) for cover under this **Policy**;

Repairer means a company authorised by **Us** to carry out a repair to the **Insured Motorcycle**;

Definitions (Cont).

Schedule means a document We will issue to You containing important information about You, the Insured Motorcycle, the Start Date and the Premium;

Start Date means the date on which Your Tyre Damage Insurance starts as noted on Your Schedule;

Territorial Limits means the United Kingdom. The **Insured Motorcycle** is also covered in the European Economic Area (EEA), Isle of Man, Channel Islands and Switzerland for no more than 60 days per annum;

Tyre(s) means the Tyre(s) that are fitted to the Insured Motorcycle;

Wear and Tear means **Tyre(s)** that have reached the end of their normal working life due to age, usage, defective steering, tyre imbalance, lack of maintenance or where the tread is on or below 1mm across the full width of the **Tyre**;

We/Us/Our/Insurer means Helvetia Swiss Insurance Company in Liechtenstein Ltd., registered office: Aeulestrasse 60 (2. Stock) 9490 Vaduz, Liechtenstein;

You/Your/Yourself means the person named in Your Schedule.

4. Cover Provided.

Subject to the terms and conditions, in the event that the **Tyre(s)** fitted to the **Insured Motorcycle** sustain any **Damage**, this **Policy** will pay for the following:

- (a) The reasonable cost of the materials and labour that We deem to be fair (by assessing market average repair costs) to repair, balance and refit a Tyre that can be repaired, or;
- (b) Where a **Tyre** cannot be repaired, the reasonable cost of the materials and labour that **We** deem to be fair (by assessing market average repair costs) to balance and fit a replacement **Tyre** of similar make and quality.

The maximum number of **Tyres** covered under this **Policy** and the maximum amount that this **Policy** will pay per **Tyre** is specified on **Your Schedule. You** can make up to 3 claims in total during the **Period of Cover**.

Only Tyre(s) fitted to the Insured Motorcycle will be covered.

Repairs can only be carried out in the Territorial Limits.

If the risk covered by this **Policy** is also covered by any other insurance, **We** shall only be responsible for paying a fair proportion of any settlement which **We** would otherwise be due to pay.

5. Exclusions.

- 5.1 **You** will not be compensated for the following:
- 5.1.1 **Damage** that occurs within the first 13 days from the **Start Date** if **You** purchase this **Policy** after the delivery of the **Insured Motorcycle**;
- 5.1.2 VAT if **You** are VAT registered;
- 5.1.3 Any costs to repair or replace **Tyre(s)** fitted to the **Insured Motorcycle** that **We** do not authorise in advance (unless **You** need to make an emergency **Tyre** claim outside of the Claims Departments opening hours);
- 5.1.4 **Tyre(s)** fitted to the **Insured Motorcycle** if they are used at the incorrect pressure;
- 5.1.5 Any costs to repair **Tyre(s)** where the **Damage** is caused by wear and tear due to age and/or usage, including: unevenly worn **Tyre(s)**, fire or theft, or by a road traffic accident where there is a motor insurance claim that involves another vehicle;
- 5.1.6 Any **Damage** that would not result in failure of an MOT test, for example any claim for cosmetic repair of the **Tyre(s)** only;
- 5.1.7 Any claim where there has been an attempt to remove the serial number or other identifying marks from the **Tyre(s)**;
- 5.1.8 **Damage** caused by faulty manufacture or design;
- 5.1.9 **Damage** caused by incorrect wheel balancing, defective steering geometry/tracking, or defective suspension;
- 5.1.10 Loss of use of the **Insured Motorcycle** or any other losses that are caused by the event which led to **Your** claim that fall outside the scope of cover of this policy. This includes but is not limited to travel expenses or loss of earnings;
- 5.1.11 Any indirect losses incurred as a result of the **Damage** to the **Tyre(s)**. An example of this would be **Damage** to suspension components;
- 5.1.12 **Tyre(s)** that have a tread depth on or below 1mm across the full width of the **Tyre(s)**;
- 5.1.13 **Damage** caused by pressure waves of an aircraft or of other aerial device travelling at subsonic or supersonic speed;
- 5.1.14 Any claim arising as a result of war; any warlike activity (whether war be declared or not); civil unrest, or any act that the United Kingdom Government considers to be an act of terrorism;

Exclusions (Cont).

- 5.1.15 Any **Damage** that is directly or indirectly caused by ionising radiation; the combustion of nuclear fuel; contamination by radioactivity from any nuclear fuel or waste, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or associated nuclear parts;
- 5.1.16 Any claim that occurs and is notified before the **Start Date**, outside the **Period of Cover**, or outside the **Territorial Limits**.

6. General Conditions.

- 6.1 **You** must fulfil certain obligations in order to ensure that **Your** Tyre Damage Insurance remains valid:
- 6.1.1 You must report Your claim within 30 days of the Incident;
- 6.1.2 **You** must maintain the **Insured Motorcycle** in an efficient and roadworthy condition;
- 6.1.3 You must give Us true and complete information;
- 6.1.4 You must comply with Our reasonable requests;
- 6.1.5 **You** must follow the prescribed claims procedure as explained in this Policy Wording or by the **Administrator**;
- 6.1.6 **You** must inform **Us**, via the **Administrator**, if any of the details in **Your Schedule** are incorrect or need updating, as well as the following:
- (a) You change or transfer ownership of the Insured Motorcycle;
- (b) **You** change what **You** use the **Insured Motorcycle** for (for example, if **You** start using it for commercial purposes);
- (c) You customise or make alterations to the Insured Motorcycle;

If **You** advise **Us** of a change in **Your** circumstance which results in **You** or the **Insured Motorcycle** becoming ineligible for cover, **We** will cancel **Your Policy**. Please refer to Section 7. Cancellation and Cooling off Period of this Policy Wording. Failure to advise **Us** of a change in **Your** circumstances may result in **You** or the **Insured Motorcycle** becoming ineligible for cover and **Your** claim not being paid.

- 6.2 If **You** do not adhere to the terms and conditions of this **Policy**, it may delay settlement of **Your** claim.
- 6.3 **We** reserve the right to examine the **Insured Motorcycle** and subject the **Tyre(s)** to independent expert assessment before the commencement of repairs. In the event of any dispute arising as to the extent of the Insurer's liability, the decision of the independent assessor shall be final.
- 6.4. **We** reserve the right to ask for proof of ownership of the **Insured Motorcycle**.
- 6.5 This **Policy** is not renewable.
- 6.6 This **Policy** is in addition to **Your** legal rights.

7. Cancellation And Cooling Off Period.

- 7.1 We trust that You will be happy with Your Tyre Damage Insurance. However, You have the right to cancel it within 30 days of receiving Your Policy and return to Your ALPHERA Partner who will arrange a refund.
- 7.2 If You cancel after the first 30 days You will be entitled to a prorata refund for the number of complete unexpired days remaining of Your Policy, subject to a cancellation fee of £15. If You wish to cancel Your Policy please contact the Administrator on 020 3971 0989.
- 7.3 The cancellation date will be the date the documents are received by the **Administrator**.
- 7.4 We reserve the right to cancel Your Tyre Damage Insurance by giving You 30 days' notice at any stage during the Period of Cover. In this event We will refund You for the unexpired portion of Your Premium.
- 7.5 We may cancel **Your Policy** due to the non-payment of **Premium**, if **You** use threatening or abusive behaviour or language or **We** have reasonable suspicion of fraud. This is not an exhaustive list.
- 7.6 If You are paying for Your Policy via a monthly funding option, and You wish to cancel Your Policy, You may be entitled to a pro rata refund. We will pay the refund to the finance provider, who will refund You once any funding costs have been deducted. If You owe more than the pro rata refund amount, You will be liable for any outstanding costs.
- 7.7 If **You** are paying for **Your Policy** via a monthly funding option, and **You** default on **Your** payments, **Your Policy** will be cancelled. **You** may be entitled to a pro rata refund. **We** will pay the refund to the finance provider, who will refund **You** once any funding costs have been deducted. If **You** owe more than the pro rata refund amount, **You** will be liable for any outstanding costs.
- 7.8 **We** will not refund any **Premium** paid if a claim has been paid or if an **Incident** that may give rise to a claim has occurred.

8. Automatic Termination.

- 8.1 **Your** Tyre Damage Insurance will automatically terminate on the earliest date one of the following events happen:
- 8.1.1 You dispose of, or transfer ownership of the **Insured Motorcycle** to another party, and **You** do not inform **Us**;
- 8.1.2 **You** dispose of, or transfer ownership of the **Insured Motorcycle** to a garage, motor trader, auctioneers or similar company;
- 8.1.3 Your Policy expires as per Your Schedule;
- 8.1.4 You cease to be resident in the United Kingdom.

9. How To Make A Claim.

- 9.1 When **You** become aware of any damage that could lead to a claim **You** must notify the **Administrator** by either:
 - Downloading our GardX Assure Claims App via Your app store and registering Your claim
 - Telephone on **020 3971 0989**
 - Email to support-alpheraprotect@gardx.co.uk

within 30 days of the **Incident. You** must comply with the claims procedure as explained in this Policy Wording and by the **Administrator**.

- 9.2 In order to authorise a claim, the **Administrator** will require:
- 9.2.1 Your personal and the Insured Motorcycle details;
- 9.2.2 Full details of the damage.
- 9.3 You may be requested to provide the Administrator with a digital photo of the damage and documentation to support Your claim. Your photos can be emailed to: support-alpheraprotect@gardx.co.uk
- 9.4 If **Damage** to the **Tyre(s)** fitted to the **Insured Motorcycle** occurs as a result of a malicious incident, **You** must first report the incident to the Police and **You** must obtain a crime reference number.
- 9.5 Upon receipt of the information requested in 9.2 and 9.3, and 9.4 where applicable, the Administrator will review Your claim. If Your claim is covered by this Policy, the Administrator will authorise Your claim. Only We or the Administrator are mandated to authorise or reject claims.
- 9.6 You must allow the Administrator or Us or Our authorised Repairer access to inspect the Insured Motorcycle if it is the subject of a claim.
- 9.7 If **You** are not satisfied that the repair has been properly completed, please contact the **Administrator** immediately.
- 9.8 We reserve the right to settle Your claim in cash up to the Maximum Benefit amount shown in Your Schedule in lieu of arranging a repair of Your Tyre(s).
- 9.9 If You require emergency Tyre assistance when the claims office is closed or the Repairer refuses to wait for payment from Us, You will need to settle the repair invoice and claim reimbursement from Us. You should contact Us as soon as possible and should retain the damaged Tyre(s) for 30 days to allow inspection. If You are unable to retain the damaged Tyre(s) You will be asked to supply photographs of the damage to support Your claim. Provided that Your claim is valid, We will reimburse You up to the limits specified on Schedule.

10. Transferring Your Cover.

- 10.1 **You** may transfer the benefits of this **Policy** to a new private owner during the **Period of Cover**, provided that:
- 10.1.1 The **Insured Motorcycle** is sold or gifted privately and not through a garage, motor trader, auction or similar;
- 10.1.2 The Eligibility criteria for this Policy continues to be met;
- 10.1.3 There are no repairs outstanding or claims pending, and;
- 10.1.4 If **You** have chosen to pay for this **Policy** in instalments via an instalment agreement, the **Premium** must be paid in full.
- 10.2 You should notify the Administrator by telephone on 020 3971 0989 or by email at support-alpheraprotect@gardx.co.uk. The Start Date, the Period of Cover and the Claims Limit that this Policy will provide cover for will remain the same.
- 10.3 Please note that the transfer will be subject to **Our** approval.

11. What To Do If You Have A Complaint.

We always aim to provide a first class standard of service. However, if **You** are dissatisfied **You** should in the first instance contact the **Administrator**, quoting **Your** product number.

Their contact details are:

Quality and Compliance Manager GardX Assure Limited Unit 7, Clovelly Business Park Clovelly Road Southbourne, Emsworth PO10 8PE

Telephone: 020 3971 0989 Email: <u>feedback-alpheraprotect@gardx.co.uk</u>

We, the **ALPHERA Partner**, and the **Administrator** aim to provide **You** with a prompt and efficient service at all times but on occasions this may not be possible and **We/They** may fall short of **Your** expectations. If **We** or **They** have not provided **You** with a prompt and efficient service and **You** wish to complain, please contact the **Administrator**.

If **Your** complaint is in relation to the way in which **Your** insurance was sold, the **ALPHERA Partner** and the **Administrator** will deal with **Your** complaint. The **Administrator** will confirm receipt of **Your** complaint promptly and aim to resolve the problem within 8 weeks.

If, after making a complaint, **You** are unhappy with the final response and **You** are an eligible complainant **You** may wish to contact the Financial Services Ombudsman. **You** have six months from the date of the final response letter to contact them.

Their contact details are:

Financial Ombudsman Service Exchange Tower London E14 9SR

Lo Call: 0300 123 9123 Telephone: 0800 023 4567 Email: complaint.info@financial-ombudsman.org.uk

What To Do If You Have A Complaint (Cont).

The Financial Services Ombudsman decision is binding on **Us** but not **You**. The complaints procedure set out above does not affect **Your** right to take legal action against **Us**, or the **Administrator**.

If **Your** complaint is about Helvetia Swiss Insurance Company in Liechtenstein Ltd. or the policy terms and conditions the **Administrator** may refer **Your** complaint to **Us**.

We or the **Administrator** will investigate **Your** complaint and issue a final response letter. **We** can be contacted by email at: partnerbusiness-nl@helvetia.ch.

12. Data Protection.

We and BMW Financial Services (GB) Limited trading as ALPHERA Financial Services, need to obtain personal information from **You** to provide **You** with this **Policy** and in connection with the provision of this **Policy**.

We are the Data Controller for the data You provide to Us. We need to use Your data in order to arrange Your insurance and associated products. You are obliged to provide information without which We will be unable to provide a service to You. Any personal information provided by You may be held by the Insurer in relation to Your insurance cover. It may be used by Our relevant staff in making a decision concerning Your insurance and for the purpose of servicing Your cover and administering claims.

Information may be passed to loss adjusters, solicitors, reinsurers or other service providers for these purposes. **We** may obtain information about **You** from credit reference agencies, fraud prevention agencies and others to check **Your** credit status and identity. The agencies will record **Our** enquiries, which may be seen by other companies who make their own credit enquiries. **We** may check **Your** details with fraud prevention agencies. If **You** provide false or inaccurate information and **We** suspect fraud, **We** will record this.

We and other organisations may use these records to:

- Help make decisions on insurance proposals and insurance claims, for You and members of Your household;
- Trace debtors, recover debt, prevent fraud, and manage Your Policy;
- (c) Check **Your** identity to prevent money laundering, unless **You** furnish **Us** with satisfactory proof of identity.

We process all data in the European Economic Area (EEA) but where We need to disclose data to parties outside the European Economic Area (EEA), We will take reasonable steps to ensure the privacy of Your data. In order to protect Our legal position, We will retain Your data for a minimum of 7 years. We have a Data Protection regime in place to oversee the effective and secure processing of Your data. Under EU GDPR and the UK GDPR legislation, You can ask Us for a copy of the data We hold, have it corrected, sent to a third party or deleted (subject to Our need to hold data for legal reasons). We will not make Your personal details available to any companies to use for their own marketing purposes. If You wish to complain about how We have handled Your data, You can contact Us and We will investigate the matter.

Data Protection (Cont).

If **You** require more information or have any questions concerning the **Administrator's** use of **Your** personal data, please contact The Data Protection Officer, Unit 7, Clovelly Business Park, Clovelly Road Southbourne, Hampshire, PO10 8PE or via email at dataprotectionofficer@gardx.co.uk.

To view a copy of the Helvetia Swiss Insurance Company in Liechtenstein Ltd. privacy policy, it can be found at https://www.helvetia.com/privacy.

If **You** are not satisfied with **Our** response or believe **We** are processing **Your** data incorrectly **You** can complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Tel: 0303 123 1113.

13. Legal, Regulatory And Other.

13.1 Language Applicable to Contract

This contract, all accompanying documents and all communication about it will be in English.

13.2 Governing Law

Unless **You** and **We** both agree otherwise, the law which applies to this insurance is the law applicable to the part of the United Kingdom in which **You** live.

Any legal proceedings between **You** and **Us** in connection with this contract will take place in the courts of the part of the United Kingdom in which **You** live.

13.3 The **Insurer's** Liability

Helvetia Swiss Insurance Company in Liechtenstein Ltd., whose registered office is at Aeulestrasse 60 (2. Stock) 9490 Vaduz, Liechtenstein, is authorised and regulated by the Liechtenstein Financial Market Authority and is deemed authorised by the Prudential Regulation Authority and subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

13.4 Contracts (Rights of Third Parties) Act 1999

This insurance is a legally binding contract between **You** and **Us** and does not give, or intend to give, rights to anyone else. Only **You** or **We** can enforce the terms of this contract.

13.5 Sanctions

We will not provide any benefit under this contract of insurance if doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

13.6 Fraudulent Claims or Misleading Information

We take a robust approach to fraud prevention. If any claim under this insurance is fraudulent or intended to mislead, or if any misleading or fraudulent means are used by **You** or anyone acting on **Your** behalf to obtain benefit under this insurance, **Your** right to any benefit under this insurance will be cancelled and **We** will be entitled to recover any benefit paid and costs incurred as a result of any such fraudulent or misleading claim. We may also inform the police.

Legal, Regulatory And Other (Cont).

13.7 Financial Services Compensation Scheme

The **Insurer** is covered by the Financial Services Compensation Scheme, established under the Financial Services and Markets Act 2000 (the "Compensation Scheme"). If the **Insurer** is unable to meet their obligations under this insurance, an Insured Person may be entitled to compensation from the Compensation Scheme.

Further information is available from their website:

www.fscs.org.uk

13.8 Equality Act 2010

In line with the Equality Act 2010, this wording is available in large print upon request.