



## FAMILY BUNDLE

# Ultimate Cover

## Mobile & Gadget Insurance

### Policy Information Document

- ✓ Accidental Damage
- ✓ Liquid Damage
- ✓ Breakdown
- ✓ Malicious Damage
- ✓ Worldwide Cover
- ✓ Accessory Cover
- ✓ Theft
- ✓ Loss

Contents .....	2
How to contact <b>us</b> .....	3
About <b>your</b> insurance .....	3
How to look after <i>your</i> gadget .....	4
Important information .....	5
Policy wording .....	6
Introduction .....	7
Definitions .....	8
What <b>we will</b> cover .....	11
What <b>we will not</b> cover .....	13
Conditions and Limitations .....	15
Claims Procedures .....	15
Repair and Replacement Equipment .....	15
Limit of Liability .....	16
Fraud .....	16
English Law .....	16
Policy cancellation .....	16
Cooling off Period .....	16
Policy Cancellation After the Cooling off Period .....	16
Cancellation by <b>Us</b> .....	17
Policy amendment and renewal .....	17
Mid-Term Adjustments .....	17
Automatic Renewal of <b>your</b> Policy .....	17
Complaints .....	19
<b>Your</b> rights .....	20
Premiums and Claims .....	20
Financial Services Compensation Scheme .....	20
Data Protection .....	20

## How to contact us



### @ By Phone:

For sales enquiries: Please call Switched On Insurance on **0207 183 6081** (local rate call)

To make a claim: Please call Citymain Administrators Ltd on **0333 999 7910** (local rate call)

Opening hours: Monday to Friday 9.00am to 5.30pm

### ☎ By Email:

For claims: [claims@citymain.com](mailto:claims@citymain.com)

For sales enquiries: [gadget.sales@switchedoninsurance.com](mailto:gadget.sales@switchedoninsurance.com)

### ✉ By Post:

Switched On Insurance, Citymain Administrators Limited, Enterprise House, Isambard Brunel Road, Portsmouth, Hampshire, PO1 2RX

## About your insurance



### This insurance is arranged by:

"Switched On Insurance" is a trading name of Taurus Insurance Services Limited, an insurance intermediary licenced and authorised in Gibraltar by the Financial Services Commission under Licence Number FSC00757B and authorised by the Financial Conduct Authority in the UK under registration number 444830.



### The insurance is underwritten by:

AmTrust International Underwriters Limited, whose registered and business office address is at 40 Westland Row, Dublin 2, Ireland. AmTrust International Underwriters Limited is authorised and regulated in Ireland, with a company registration number of 169384. AmTrust International Underwriters Limited is regulated by the Central Bank of Ireland. AmTrust International Underwriters Limited is regulated for conduct of UK business under the Financial Conduct Authority Ref. No. 203014. Details about the extent of this regulation are available from us upon request.

### The policy is administered by:

Citymain Administrators Limited, Enterprise House, Isambard Brunel Road, Portsmouth, PO1 2RX, which is authorised and regulated by the Financial Conduct Authority under registration number 306535. They will deal with all claims and will help **you** with any query on **your** claim.

**You** can visit the Financial Conduct Authority website, which includes a register of all regulated firms, at [register.fca.org.uk](https://register.fca.org.uk) or by contacting them on 0300 500 0597 or from abroad – 00 44 207 066 1000. Email: [firm.queries@fca.org.uk](mailto:firm.queries@fca.org.uk).

To make a claim, please call Citymain Administrators Ltd on 0333 999 7910 (local rate call) within 2 working days of discovering the incident (or where the incident occurs outside of the UK, within 2 working days upon **your** return to the UK).

More details of what **you** need to do when making a claim and how the claims process will work can be found in the section "Claims Procedures" on page 15.

## Protecting your phones, tablets and gadgets

Here are some measures **you** can take to help protect or track **your gadget(s)** whether or not they are covered by an insurance policy:

We've all been there, dropping **your** device is a sure fire way to damage **your** device. However, you can protect against this by simply buying a case, which will go some way to keeping **your** device safe.

Don't forget to also keep a record of **your** mobile phone's **IMEI number**, this is unique to **your** handset, and should the worst happen it will allow **you** to be reunited with **your** device. **You** can find this by typing **\*#06#** in to your handsets key pad.



**You** can also register **your** device for FREE on <https://www.immobilise.com/index.php>

For added security **we** recommend adding a **pin code** or **password** to all **your** devices. This will ensure that **your** personal information remains private should it fall in to the wrong hands.

There are also a variety of **tracker applications** which could enable **your** device to be found. Please always contact the police and let them retrieve the device, never take the law in to **your** own hands!

Always avoid using **your** device in public places in situations where **you** might be distracted, such as exiting public transport. These situations make easy targets for thieves.

The British Transport Police have some fantastic videos with added advice, which can be found by clicking this link: <http://www.btp.police.uk/theft/phone-theft.html#sthash.v37N9ap3.dpbs>

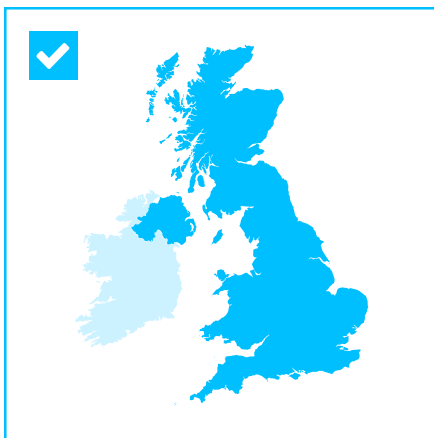


## Please keep your insurance documents safe

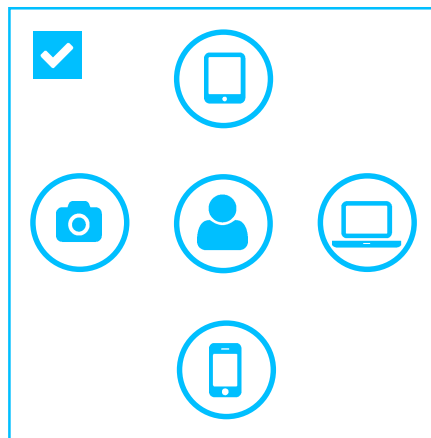
When **you** purchased this insurance policy **you** selected the plan that was most suitable for **your** needs. This document only sets out the **level of cover you** have selected. Should **you** require additional cover at any point, please do not hesitate to contact Switched On Insurance on 0207 183 6081 to discuss any other options that may be available to **you**.

This insurance has been specifically designed to provide insurance protection for **your gadget(s)** and meets the demands and needs of individuals who:

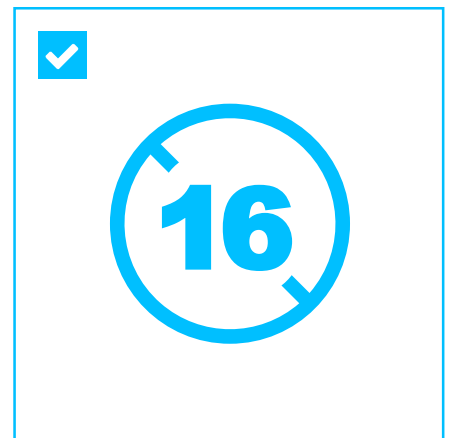
### You must be:



A UK Resident



The Owner of the gadget(s) or an immediate family member of the gadgets' owner



Over the age of 16

### And would like to cover against:

- Accidental Damage
- Worldwide Cover
- Liquid Damage
- Accessory Cover
- Breakdown
- Theft
- Malicious Damage
- Loss

**Please note** that there are some exceptions or exclusions relating to the cover provided by this policy and it is therefore important that **you** read the section headed "What is not covered".

**Important Information:** the **gadget(s)** must be in good condition and full working order at the time of purchasing the policy. If there is evidence that the **damage, theft** or **loss** occurred prior to the policy inception date, this will result in **your** claim being refused. **We** may also inform the police and take further legal action against **you**.

**We** have not provided **you** with a personal recommendation as to whether this policy is suitable for **your** specific needs, so **you** must decide **yourself** whether it is or not. **You** have made a reasoned decision basis of the information provided and can cancel this insurance at any time should **you** decide the cover is no longer suitable (please refer to the cancellation conditions contained in this policy for full details).

This is **your** certificate of cover. It tells **you** everything that is covered and what is not covered. It must be read in conjunction with **your** insurance schedule. These documents make up the schedule of insurance contracts between **us** and **you**. Please keep this document together with **your** Schedule of Insurance in a safe place in case **you** need to read them again or make a claim.

If **you** have any disability that makes communication difficult, please tell the **Administrator** and they will be pleased to help.

## Policy wording



This Policy wording must be read together with **your** Schedule of Insurance. Please read these documents carefully and make sure **you** understand fully what is covered and what is not covered, also ensuring **you** comply with all of the policy conditions as a breach of a condition can invalidate **your** policy and may mean that any claims made will not be paid.

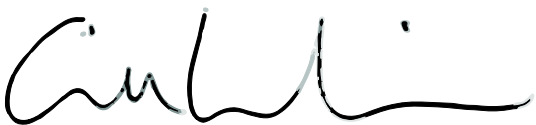
If any of the details are incorrect please contact the **Administrator** immediately.

**Your** Schedule of insurance tells **you** the **registered gadget(s)** which are covered under this policy. If any of the details are incorrect please contact Switched On Insurance or the **Administrator** immediately.

### Certificate of cover

This document, combined with **your** Schedule of Insurance, certifies that in accordance with the authorisation granted under Contract 105-1-16168 between Citymain **Administrators** Ltd and **us** and in return for payment of the premium **we** agree to insure **you** in accordance with the terms and conditions contained in these documents. **We** authorise them to sign and issue these documents on **our** behalf.

Signed on behalf of the insurer by



Colin Whitehair  
Director of Citymain Administrators Ltd



This insurance policy provides insurance for **your registered gadget(s)** whilst **your** policy is in force, as shown in **your** Schedule of Insurance, subject to the terms, conditions, and limitations shown below. The number and combination of **gadgets** that **you** can **register** is determined by the policy option that **you** have purchased (please see below table of policy options).

**Please note:** **You** will be required to **register** at least one **gadget** when **you** purchase the policy.

### Policy options

Maximum number of Gadgets per policy	3 Gadget Bundle	5 Gadget Bundle	7 Gadget Bundle	10 Gadget Bundle
Maximum Number of Phones (per policy)	2	3	4	5
Maximum Number of MacBook's (per policy)	1	2	2	3
Single Gadget claim limit	£1,500	£1,500	£1,500	£1,500
12 Month maximum aggregate claim limit* (per policy)	£2,500	£4,500	£6,000	£7,500

\*For an Annual policy: the 12 month maximum aggregate claim limit is the maximum amount **you** are allowed to claim for in the 12 month policy period. For a Monthly policy: the 12 month maximum aggregate claim limit is the maximum amount **you** are allowed to claim for in a 12 month rolling period that starts on **your** first claim.

### Period of cover

**You** had the choice to buy this insurance as either a monthly policy or an annual policy as explained below. **Your** choice will be confirmed on **your** Schedule of Insurance. Please note that **your** insurance will be terminated immediately if we do not receive **your** monthly or annual premium(s) when they are due.

If **you** have purchased an annual policy, **your** insurance starts at the time of purchase, renewal, or policy start date, whichever is later, and lasts for a period of twelve months provided **you** pay **your** premium when it is due. The annual premium **you** pay is determined by **your** policy option and **level of cover** as specified at the time of purchasing or renewing the insurance.

If **you** have purchased a monthly policy, **your** insurance starts at the time of purchase or policy start date, whichever is later, and lasts for a period of one month. It will then continue for further monthly periods provided **you** continue to pay **your** monthly premiums as they become due. The monthly premium **you** pay is determined by **your** policy option and **level of cover** as specified at the time of purchasing the insurance and will be collected monthly in advance.

Any premiums that are collected by the method of Direct Debit will be carried out by the **Administrator**. Any other method of premium collection will be carried out by Taurus Insurance Services Limited trading as Switched On Insurance.

The words and phrases defined below have the same meaning wherever they appear in **your** policy documents and are shown in **bold italics** throughout.

## **Accessories**

Means items such as, but not limited to, chargers, protective cases, carrying cases, headphones and hands-free mounting kits, but **excluding** the SIM card and Wearable Technology.

## **Accidental Damage**

Means the sudden unforeseen accidental damage to **your gadget** not otherwise specifically excluded under this policy.

## **Administrator**

Means Citymain Administrators Limited, Enterprise House, Isambard Brunel Road, Portsmouth, PO1 2RX. Tel No: 0333 999 7910 (local rate call).

## **Breakdown**

Means the actual breaking or burning out of any part of **your gadget** whilst in ordinary use arising from internal electronic, electrical or mechanical defects in the **gadget**, causing sudden stoppage of the function thereof and necessitating repair before it can resume normal operation.

## **Computer virus**

Means a self-replicating program that spreads by inserting copies of itself into other executable code or document, that is loaded onto **your gadget** without **your** knowledge and runs against **your** wishes.

## **Gadget(s)**

Means the **gadget(s)**, excluding **accessories**, identified on **your** Schedule of Insurance which belong to you, as evidenced by an original **proof of purchase** or exchange, which are no more than 36 months old at the time of purchasing insurance for the **gadget(s)**, but excluding personalised ring tones or graphics, downloaded material or software.

**Criteria:** **We** can only insure **gadget(s)** that are:

1. purchased from a UK registered company supplied with full UK consumer rights and warranties; or
2. purchased worldwide directly from the manufacturer (e.g., Apple US); or
3. refurbished items purchased directly from the manufacturer and which includes a manufacturer's warranty; or
4. purchased second hand that have the original **proof of purchase** (which corresponds to notes 1 to 3 above) and a signed letter from the original owner confirming that **you** own the **gadget(s)**. This letter must include IMEI (where applicable), serial number and make and model of **your gadget(s)**.
5. **registered** and appear on **your** Schedule of Insurance.

**NOTE:** The **gadget** must be in good condition and full working order at the time of initial purchase of the policy or at the time of adding or replacing a **gadget** on **your** policy. There is a maximum number of **gadgets** that can be registered against this policy depending on the policy option **you** have purchased and will be detailed on **your** Schedule of Insurance.



For the purpose of this policy a **gadget** can be any one of the following items:

Mobile Phones, Smart Phones, Laptops, Tablets, Desktops, Digital Cameras, PC Monitors, MP3 Players, CD/DVD Players, Games Consoles, Video Cameras, Camera Lenses, Bluetooth Headsets, Satellite Navigation Devices, PDAs, E-Readers, Head/Ear Phones, Wearable Technology (such as a Smart Watch or a Health and Fitness Tracker).

If **you** are unsure as to whether **your gadget** is covered in the above list, please contact Switched On Insurance on **0207 183 6081**.

Where **your gadget** is a phone **we** will only provide cover if the device has a functioning SIM registered at your address. In the event of a claim **we** will request **your** call records to prove that the **gadget** has been in use since policy inception and up to the event giving rise to the claim.

### **Immediate family**

Means **your** spouse, partner or parents or **your** children, brothers or sisters who permanently reside with **you** at the address registered with **us**.

### **Loss**

Means that the **gadget** has been accidentally left by **you** in a location and **you** are permanently deprived of its use.

### **Level of Cover**

Means the insurance option **you** chose for **your gadgets** when **you** purchased **your** policy as shown in **your** Schedule of Insurance. The options available are:

- Standard (covers **you** against **breakdown** and **accidental damage**),
- Premier (covers **you** against **breakdown**, **accidental damage** and **theft**) or
- Ultimate (covers **you** against **breakdown**, **accidental damage**, **theft** and **loss**).

### **Malicious Damage**

Means the intentional or deliberate actions of another party, not including **immediate family**, which causes damage to **your gadget**.

### **Proof of Purchase**

Means the original purchase receipt provided at the point of sale that gives details of the **gadget(s)** purchased, or similar documents that provide proof that **you** own the **gadget(s)** and enables the age of the **gadget(s)** to be correctly identified. The receipt should include confirmation of the IMEI or serial number of the **gadget(s)** (where possible). Delivery notes are not an acceptable form of **proof of purchase**.

### **Proof of Usage**

Means evidence that shows the **gadget** has been in use since policy inception and up to the event giving rise to the claim. Where the **gadget** is a mobile phone this evidence can be obtained from your Network provider. For other **gadgets**, such as laptops, in the event of an **accidental damage** claim this may be determined through inspection by **our** repairer.

### **Theft**

Means the unauthorised dishonest taking of the **gadget(s)** by a third party with the intention of permanently depriving you of it, as confirmed by a Police crime report. **Theft** claims must be accompanied by a valid Police crime reference, loss property reports and numbers will not be accepted in support of a **Theft** claim.

## **Register**

To be covered under this policy **your gadget(s)** must be **registered** with Switched On Insurance.

To **register your gadget(s)** please visit [www.switchedoninsurance.com](http://www.switchedoninsurance.com) and log into your account or alternatively please contact Switched On Insurance on 0207 183 6081.

To **register your gadget(s) you** will need the details of their make, model and serial number or IMEI for mobile telephones, as well as any other information that may be reasonable to request when **you register your gadget(s)**.

## **Registered**

The **gadget(s)** that are stated on **your** current Schedule of Insurance. **Gadget(s)** that are not included on **your** Schedule of Insurance at the time of loss will not be covered by this policy.

## **We, us, our**

Means the insurer which is AmTrust International Underwriters Limited. AmTrust International Underwriters Limited is a limited company registered in Ireland, under Company Registration Number: 169384. Our Registered Office and Business address is at 40 Westland Row, Dublin 2, Ireland. More information about us can be found here: <http://www.amtrusteurope.com/en-GB/about>

## **You, your, yourself**

Means the person (aged 16 years or over) as stated on **your** Schedule of Insurance as the 'Insured' and any member of **your immediate family**, who owns the **gadget(s)** covered by this policy.



### Accessories

In the event of a claim being agreed by us in respect of **your gadget**, **we** will replace any **accessories** damaged, stolen or lost at the same time as **your gadget** up to a **maximum of £150 including VAT**.

### Accidental Damage

**We** will repair or replace **your gadget** if it is damaged as the result of **accidental damage**, providing the **gadget** is returned to **us**.

### Breakdown

**We** will repair or replace **your gadget** if it suffers **breakdown**, providing the **gadget** is returned to **us**. Please note that this cover only applies if the **breakdown** occurs outside the manufacturer's guarantee period.

### Business Use

**You** will be covered if **you** are using **your registered gadget(s)** at work or for business use. **You** have to own and **register** the **gadget(s)** to be covered. **We** will not cover company owned **gadgets** in **your** possession.

### E-Wallet Protection

If **your gadget** is lost or stolen, and the **loss** or **theft** is covered by **your** policy, **we** will refund the cost of unauthorised transactions made from **your** Credit/Debit card via **your gadget**, after it was lost or stolen, using an e-Wallet facility (providing an e-Wallet PIN has been set for all transactions), up to a **maximum of £500** (including VAT), within 24 hours of discovering the **theft** or **loss** of **your gadget**.

**NOTE:** This cover will only apply if there is no protection from such losses from **your** bank or card provider.

### Loss

If **you** accidentally lose **your gadget** we will replace it (in respect of a valid **loss** claim).

### Malicious Damage

**We** will repair or replace **your gadget** if it is damaged through the intentional or deliberate actions of another party, not including **you** or **your immediate family**. Where only part or parts of **your gadget** have been damaged, **we** will only replace that part or parts.

### Student Use

Cover is extended to usage within university halls/residences and schools providing that the main address of the Student is that which is detailed on the policy.

### Territorial Limits

This insurance covers a **gadget** for use in the UK but after fourteen (14) days from registration of the gadgets(s), cover is extended to include use of the **gadget(s) anywhere in the world, for up to a maximum of 90 days**, in any continuous 12 month period, subject to any repairs being carried out in the UK by our authorised repairers.

**NOTE:** If **you** are already outside of the UK on the 14th day from **registration** of the **gadget(s)**, worldwide cover will not commence until **you** return to the UK.

**Important Information:** Where the *gadget* is a mobile phone, cover under this policy is only provided where the handset is fitted with an active functioning SIM. In the event of a claim *you* will be required to produce *proof of usage* which confirms the handset has been in use since inception of *your* policy and up to the event giving rise to the claim. *Proof of usage* can be obtained by *you* from *your* Network provider.

## Theft

If *you* suffer theft of *your gadget* we will replace it (in respect of a valid *theft* claim).

## Unauthorised Usage

If *your gadget* is stolen, and the *theft* is covered by *your* policy, we will refund the cost of unauthorised calls, messages and downloads made from it after the time it was stolen up to a maximum of £2,500 (including VAT). Cover will only apply to *unauthorised usage* within 24 hours of discovery of the *theft* of *your gadget*. Itemised bills must be provided to support *your* claim.

**NOTE:** This cover will only apply if there is no protection from such losses from *your* network provider.

## Policy excess

A policy excess must be paid by **you** in respect of each and every valid claim for each and every **gadget** being claimed for under each incident. The policy excess amount is dependent on the value of the **gadget** and the peril under which the claim has been submitted.

**Important note:** For any claim where the incident occurs within the first 31 days of the initial policy inception date, or from the date that a **gadget** is **registered**, the total amount of excess payable for the **gadget** will be double.

Insured Device Value	Gadgets (excluding MacBook)	MacBook
£200 or less	£25 in respect of each and every gadget	£100 in respect of each and every gadget
Over £200 to Limit of Liability stated on <b>your</b> Schedule of Insurance	£50 in respect of each and every gadget	£100 in respect of each and every gadget
Additional excess per <b>gadget</b> if a <b>loss</b> claim	£25	£50

## Theft exclusions

**We** will not pay any claim:

- ✎ unless a Police crime report is provided in support of the **theft**. Lost property reports will not be accepted in support of the **theft** claim.
- ✎ where the **gadget** has been stolen from any motor vehicle, unless the vehicle is locked and all protections are in operation and the **gadget(s)** is concealed out of sight so that forced and violent entry into the vehicle is required. Evidence of the thief's damage to the vehicle must be provided with **your** claim;
- ✎ where the **gadget** has been stolen from any premises unless force, resulting in damage to the premises, was used to gain entry or exit. A copy of the repairer's account for such damage must be supplied with any claim;

## Territorial exclusions

- No cover is provided for claims as a direct result of **you** travelling to a country where the Foreign and Commonwealth Office (FCO) have advised against all (but essential) travel. Please check the FCO travel advice line at [www.fco.gov.uk](http://www.fco.gov.uk) or contact 020 7008 1500.
- Any claim where the incident occurred outside of the UK within the first 14 days from the **gadgets(s)** being **registered**.

## General exclusions

**We** will not pay for:

- ✎ any claim where the **gadget** has not been **registered** and therefore **is not listed in the** Schedule of Insurance.

- ✍ any claim, other than malicious damage, when the **gadget** was in the possession of any third party (other than a member of **your immediate family**) at the time of the event giving rise to the claim.
- ✍ any claim where the **original proof of purchase** cannot be provided.
- ✍ any claim where the IMEI/Serial number cannot be determined from **your gadget**.
- ✍ any claim where **proof of usage** cannot be provided or evidenced (applicable only where the **gadget** is a mobile phone or in respect of a laptop/tablet where user history is available).
- ✍ any claim where the excess has not been paid to the **Administrator**.
- ✍ any kind of damage whatsoever unless the damaged **gadget** is provided for repair.
- ✍ any **unauthorised usage** unless associated with a valid **theft** or **loss** claim.
- ✍ any claim for a **gadget** which was more than 36 months old when the **gadget** was **registered**.
- ✍ any **accidental damage, theft** or **loss** to any **accessories** that were not attached to **your gadget** at the time of the incident occurring and subject to the **limit of liability** in respect of any claim for **accessories**.
- ✍ any repairs or other costs for repairs carried out by anyone not authorised by **us**.
- ✍ any claim where there is evidence that the **damage, theft** or **loss** occurred prior to inception of the policy.
- ✍ any claim for a **gadget** that does not meet the "Criteria" as listed within the definition of **gadget**.
- ✍ loss, damage, destruction, distortion, erasure, corruption or alteration of electronic data from any **computer virus** or similar mechanism or as a result of any failure of the Internet, or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting there from, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.
- ✍ any claim for **malicious damage** which was caused by **you** or **your immediate family**.
- ✍ the VAT element of any claim if **you** are registered for VAT.
- ✍ any **damage, theft** or **loss** to SIM or memory cards in isolation (unless it accompanies a valid claim for **your gadget**).
- ✍ cosmetic damage only to the **gadget** that has no effect on the functionality of the **gadget**, to include marring, scratching and denting.
- ✍ loss of any software or firmware failures.
- ✍ damage or destruction caused by, contributed to or arising from:
  - wear and tear or gradual deterioration of performance
  - a lack of reasonable care from **you** or **your immediate family**.
- ✍ any claim resulting from war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, terrorist activity of any kind.
- ✍ any claim resulting from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.



## Claims Procedures

### How to make a claim:

Online:

In the event of any incident likely to give rise to making a claim, **you** can notify the **Administrator** through their online claims portal on the link below within 2 working days of discovering the incident.

**Online Claims:** [www.switchedoninsurance.com/Make-a-Claim](http://www.switchedoninsurance.com/Make-a-Claim)

Telephone:

Alternatively **you** can notify the **Administrator** on 0333 999 7910 (local rate call) within 2 working days of discovering the incident (or in the event of the incident occurring outside of the UK, within 2 working days of **your** return to the UK). Exceptional circumstances causing **your** delay in reporting **your** claim and where there is no additional loss to **us** may be considered.

**You** must: (Failure to observe these may invalidate **your** claim)

- ✍ report the **theft** or **loss** of **your gadget** to **your** network provider within 24 hours of discovery so they can blacklist **your** handset/item (where this is applicable).
- ✍ report the **theft** or **loss** of **your gadget** to the Police within 24 hours of discovery and obtain a crime reference number in support of a **theft** claim and a copy of the police report.
- ✍ complete and return any claim form or documents as required by the **Administrator** within 30 days of the incident date with any other requested documentation.
- ✍ provide details of any other contract, guarantee, warranty or insurance that may apply to the **gadget** including, but not limited to, household insurance (where appropriate a rateable proportion of the claim may be recovered direct from these Insurers)
- ✍ provide the original **proof of purchase** of the gadget for which you are claiming. Such **proof of purchase** must evidence that **you** own that particular **gadget**, including the IMEI number (in respect of mobile phones) and other identifying details where appropriate.
- ✍ provide the **proof of usage** (in respect of mobile phones) from your Network that confirms the mobile phone has been in use since policy inception and up to the event giving rise to the claim.

## Repair and Replacement Equipment

- ✍ all repairs to **gadgets** are issued with a 3 month warranty (the **gadget** must be returned to the **Administrator** in the event of a claim under that warranty)
- ✍ In the event that **your** claim is authorised and **your gadget** is deemed beyond economical repair and will therefore have to be replaced, **we** will endeavour to replace it with an identical fully refurbished or new (where a refurbished item is not available) item. **This is not a new for old insurance**. Should this not be possible the **Administrator** will replace it with a fully refurbished or new (where a refurbished item is not available) item of a comparable specification or the equivalent value.
- ✍ **Please note** it may not always be possible to replace **your gadget** with the same colour or finish, where this is not possible an alternative colour will be provided.
- ✍ Where replacement equipment has been issued and the original **gadget** is recovered, the original **gadget** becomes **our** property and must be returned to the Administrator immediately. Please call the **Administrator** 0333 999 7910 (local call rate) and they will provide details for its return.

- ✍ All replacement items are issued with a 12 month warranty (the item must be returned to the **Administrator** in the event of a claim under the warranty)
- ✍ If **your** existing **accessories** are not compatible with the replacement item we have provided we will cover the cost of replacing the **accessories**, up to £150 including VAT, on production of **your** original purchase receipt for these.

## Limit of Liability

Our liability, in respect of any one claim, will be limited to:

- ✍ the replacement cost of each **gadget** being claimed for and, in any event, shall not exceed the Single **Gadget** Claim Limit and the 12 Month Maximum Aggregate Claim Limit as defined by **your** policy option and shown on **your** Schedule of Insurance.
- ✍ **Our** liability, in respect of **accessories** will be limited to the replacement cost of the **accessories**, subject to a maximum of £150 including VAT. This is subject to a valid claim for **theft, loss** or **damage** of **your gadget** where the **accessories** are stolen, lost or damaged at the same time as **your gadget**.

## Fraud

**We** employ a dedicated team of fraud specialists. If any fraudulent or misleading claim is made or if any fraudulent or misleading means are used under this insurance, **you** will not be allowed to continue with **your** claim and **your** policy will be cancelled with immediate effect and no refund will be returned.

**We** and/or the **Administrator** will be entitled to instruct an investigation into **your** claim and recover any benefit paid and costs incurred as a result of any such fraudulent or misleading claim. **We** and/or the **Administrator** may also inform the police and/or any law enforcement agency about the circumstances of any fraudulent claims. **We** may also prosecute those who make fraudulent or misleading claims.

## English Law

This Insurance shall be subject to English Law.

# Policy Cancellation



## Cooling off Period

**You** may cancel the insurance within 14 days of receiving the insurance documents, should **you** decide the insurance is no longer appropriate or required. **You** will receive a full refund of any premium already paid provided that no claim has been made and **you** do not intend to make a claim.

## Policy Cancellation After the Cooling off Period

If **you** have a monthly policy:

**You** can cancel cover at any time by contacting the **Administrators**. If **you** cancel following the 14 day cooling-off period **your** cover will continue until the end of the period for which **you** have already paid.

If **you** have an annual policy:

**You** may cancel **your** insurance at any time by contacting the **Administrators**, then cover will terminate upon receipt of **your** notice of cancellation. **We** will then calculate the proportionate premium for the period that **you** have not been insured, subject to deduction of an administration fee of £15.00, provided **you** have not made a



claim during the period of insurance. If a claim has been made during the period of insurance no refund of premium will be given.

## Cancellation by Us

**We** may cancel this insurance by giving **you** at least 30 days written notice at **your** last known address. Reasons **we** may cancel the policy are, but not limited to:

- ✍ If **we** have reason to suspect **you** of fraud;
- ✍ Where **we** have been unable to collect a premium payment from **you**. In this case, **we** will contact **you** by email after the first missed collection requesting payment of the premium. If **we** do not receive payment by the next collection date and the next payment is also missed, **we** will cancel **your** policy with immediate effect and send **you** an email confirmation of the cancellation.

If any of the above reasons should occur, **we** and/or the **Administrator** will write to **you** with our concerns and ask **you** to redress them. Where this redress does not happen, **we** will then issue cancellation. If **we** cancel cover under **your** policy then no further premium will be payable by **you**. **You** will continue to receive any benefits for a valid claim if **your** claim date was prior to the date the policy was cancelled.

## Policy amendment and renewal



### Mid-Term Adjustments

If **you** decide to replace a **registered gadget** or would like to add another **gadget**, given the **gadget(s)** **you** would like to add are acceptable under the terms and conditions of **your** policy. Please visit [www.switchedoninsurance.com](http://www.switchedoninsurance.com) and log into your account or alternatively please contact Switched On Insurance on 0207 183 6081.

**NOTE:** When replacing an existing insured **gadget** with a new gadget the terms and conditions of the insurance policy for the new **gadget** will apply exactly the same as if **you** were purchasing a brand new policy.

Should **you** wish to consider increasing or decreasing **your** maximum **gadget** limit on **your policy** as **you** have more or less **gadgets**, please contact Switched On Insurance at

[gadget.sales@switchedoninsurance.com](mailto:gadget.sales@switchedoninsurance.com)

quoting **your** existing policy number.

In the event that any of **your** personal details change, such as address, email or contact numbers, please ensure **you** contact Switched On Insurance as soon as possible in order for **your** details to be updated to prevent any delays when making a claim.

### Automatic Renewal of your Policy

If **you** have a monthly policy:

To make sure **you** have continuous cover under **your** policy **we** will automatically renew **your** policy each month, unless **you** advise **us** otherwise and **your** monthly premium will be collected by the method chosen by **you** at the time of the initial purchase.

For **your** convenience **we** will write to **you** annually to remind **you** of the cover that is in place and to ensure that it still meets **your** needs.

If **we** need to make any changes to **your** policy cover or to the price of **your** insurance, **we** will provide **you** with at least 30 days written notice of the change which will be sent to **your** email address provided by **you** at the time of purchase of the policy, or to **your** last known address where there is an unsuccessful email submission.

Should **you** be unhappy with any proposed change being made to **your** policy, **you** will have the right to cancel **your** cover in accordance with this policy wording.

If **you** have an annual policy:

**You** will be contacted at least 14 days before the annual renewal date of **your** policy and we will tell **you** then if there are any changes to **your** premium or the policy terms and conditions (which will only ever apply at **your** next renewal date). **We** will then renew **your** insurance unless **you** advise **us** otherwise.

**Your** renewal premium will be taken by the same method used during your initial purchase. If **your** payment details have changed, **you** can contact Switched On Insurance at

[gadget.sales@switchedoninsurance.com](mailto:gadget.sales@switchedoninsurance.com)

or visit

[www.switchedoninsurance.com](http://www.switchedoninsurance.com)

and log into "My Account" to amend **your** details. **You** can advise the **Administrator** about any changes to **your** policy details at any time by calling 0333 999 7910 (local rate call).

If **you** do not want to auto renew **your** policy, **you** just need to contact Switched On Insurance via the contact details provided in the renewal notice. If **you** do nothing then the policy will automatically renew.



## What to do if you have a complaint of feedback

It is always the intention to provide **you** with a first class service. However, if **you** are not happy with the service, or **you** would like to tell us about something **we** did well:

I have a complaint	
About the sale of insurance	About the policy or claims process
Customer Relations Manager Taurus Insurance Services Limited Switched On Insurance Suite 322 Eurotowers Europort Road, Gibraltar <a href="mailto:complaints@switchedoninsurance.com">complaints@switchedoninsurance.com</a>	Customer Relations Manager Citymain Administrators Ltd Enterprise House, Isambard Brunel Road Portsmouth, PO1 2RX Tel: 0333 999 7910 (local rate call) <a href="mailto:customerrelations@citymain.com">customerrelations@citymain.com</a>

If **you** are not happy with the response or **your** complaint has not been resolved within eight weeks **you** have the right to ask the Financial Ombudsman Service to review **your** complaint: Their contact details are:

Financial Ombudsman Service  
Exchange Tower,  
London E14 9SR,  
England.

Tel: 020 7964 1000 (Switchboard)

+ 44 207 964 1000 (for calls outside the UK)

0800 023 4 567 – calls to this number are normally free for people ringing from a ‘fixed line’ phone but charges may apply if you call from a mobile phone.

0300 123 9 123 – calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs.

020 7964 1001 (main fax)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

These procedures do not affect **your** legal rights.

I would like to provide feedback	
About the sale of insurance	About the policy or claims process
Customer Relations Manager Taurus Insurance Services Limited Switched On Insurance Suite 322 Eurotowers Europort Road, Gibraltar <a href="mailto:complaints@switchedoninsurance.com">complaints@switchedoninsurance.com</a>	Customer Relations Manager Citymain Administrators Ltd Enterprise House, Isambard Brunel Road Portsmouth, PO1 2RX Tel: 0333 999 7910 (local rate call) <a href="mailto:customerrelations@citymain.com">customerrelations@citymain.com</a>



## Premiums and Claims

When handling premium payments from **you** that are due to **us** and when handling any claim **you** make, the **Administrator** and Switched On Insurance (in respect of collection of premiums made by any method other than Direct Debit) act as **our** authorised agent. This means that when **you** pay a premium to the **Administrator** or to Switched On Insurance it is deemed to have been received by **us** and that any valid claim **you** make is not deemed to have been settled by **us** until **you** have actually received a repaired or replacement item.

## Financial Services Compensation Scheme

**You** may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) in the UK if **we** cannot meet **our** liabilities under this policy.

The level of compensation provided will depend upon the circumstances of the claim. Further information is available from the FSCS by writing to Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU, UK or by phone on 0800 678 1100 or 0207 741 4100 or from their website at [www.fscs.org.uk](http://www.fscs.org.uk).

## Data Protection

In order to provide insurance cover (an insurance policy) or to pay a claim **we** need information about:

- a. the person and / or property that **we** are being asked to insure
- b. any third-party claimant, i.e. someone making a claim against **our** customer
- c. property – for which repair or replacement costs are being sought under **our** customer's insurance policy – belonging to **our** customer or a third-party
- d. medical and/or relevant conviction information where necessary to assess the risk

Depending upon the kind of insurance cover **we** are being asked to provide and the kind of claim **we** are being asked to pay **we** will seek different kinds of information. Information about people and property for which **we** provide insurance cover is sought by **us** before cover is provided. This information is kept by **us** and **we** may share **your** details with an intermediary, any agent authorised by **you** to act on **your** behalf and regulatory bodies. **We** may also share information with private investigators under an appropriate confidentiality agreement when **we** need to investigate a claim.

Information about claims made under policies that **we** provide is collected by **us** and any agent of **ours**, and details maybe placed on a central insurance industry database of claims either in Ireland or in Europe. This information includes the claimant's name, address and date of birth and the type of injury or loss suffered. Through this database, this information may be shared with other insurance companies, self-insurers or statutory authorities. Insurers also reserve the right to use a database at underwriting stage. Insurance companies share claims data:

- a. to ensure that more than one claim cannot be made for the same personal injury or property damage.
- b. to check that claims information matches what was provided when insurance cover was taken out.
- c. and, when required, to act as a basis for investigating claims when **we** suspect that insurance fraud is being attempted.

Under the Data Protection Acts 1988 and 2003 **you** have a right to know what information about **you** and **your** previous claims is held. If **you** wish to exercise this right then please contact **us**.

**You** need to provide **us** with accurate and up-to-date information if **we** are to provide insurance cover for **you** or **your** property.

**You** need to provide **us** with accurate and up-to-date information if **you** are making a claim under **your** own policy.

Failure to provide sufficient information may prevent **us** from providing cover or, if **you** are making a claim, may delay the processing of **your** claim. The provision of false information may mean that a claim made by **you** under the policy will not be paid and may possibly result in criminal prosecution for fraud.

Finally, all calls may be recorded for training and monitoring purposes.