

SUMMARY OF MOBILE PHONE INSURANCE COVER

INSURER	<p>This insurance is arranged by Square Pound Ltd t/a Better Buy Insurance, administered by Supercover Insurance Ltd and underwritten by Zenith Insurance Plc, 846-848 Europort, Gibraltar. Zenith Insurance Plc is regulated by the Gibraltar Financial Services Commission and subject to a limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority in respect of underwriting insurance business in the UK (Number 211787). Zenith Insurance Plc is a member of the Association of British Insurers.</p> <p>Square Pound Ltd and Supercover Insurance Ltd are authorised and regulated by the Financial Conduct Authority.</p> <p>Information concerning both companies can be checked on the Financial Services Register at www.fca.org.uk/register or by contacting the Financial Conduct Authority on 0800 111 6768.</p>
LEVEL OF COVER	<p>The policy entitles you to repair or replacement of your mobile phone(s), once all relevant paperwork has been received, and extends to provide cover for up to 90 days in any one annual period of insurance whilst you are abroad. Depending on the level of cover you have selected the policy will cover the mobile phone shown on your application up to a maximum sum insured.</p> <p>The intention of this policy is to put you back in the same position as immediately prior to the loss or damage. It is not a replacement as new policy. If the Mobile Phone cannot be replaced with an identical refurbished Mobile Phone of the same age and condition, we will replace it with one of comparable specification or the equivalent value taking into account the age and condition of the original Mobile Phone. We cannot guarantee to replace an item with one of the same colour.</p> <p>To qualify for this cover your mobile phone must be owned by you and have been:</p> <ul style="list-style-type: none"> • Purchased as new in the UK; or • Purchased as refurbished in the UK direct from the Manufacturer or Network Provider; or • Gifted to you as long as you are able to provide a Gift receipt; and • Is not more than 6 months old at the time the policy is purchased and you are able to supply evidence of ownership if requested.
TERM OF THE POLICY	<p>This is an annual policy that can be paid monthly or annually. If you pay annually then you will have paid for the full annual premium at point of sale. If you pay monthly, your premium will be charged monthly by Direct Debit for a minimum term of 12 months.</p>
CANCELLATION	<p>You have the right to cancel this policy at any time. You must put any cancellation request in writing. You will, for a period of 14 days from the date you receive your Policy documentation, have a right to cancel this policy and receive a full refund of premium.</p> <p>To exercise your right to cancel please contact Supercover Insurance Ltd.</p> <p>After the 14 day withdrawal period, if you pay your premium on a monthly basis your policy will be cancelled at the next monthly anniversary of the date your policy commenced. There will be no refund of premium due as the premium paid will have only been in respect of the cover already received. If a claim has been made by you we will not refund any premium and you must still pay us the remaining annual premium.</p> <p>If you pay your insurance premium annually and providing no claim has been made under the policy you will receive a proportionate refund of premium based on the unused period of cover under the policy. Policy cover will cease from the date we receive your cancellation instructions or from a later date at your request.</p> <p>If a claim has been made we will cancel your cover but not refund any premium.</p>
IN THE EVENT OF A CLAIM	<p>All claims must be reported to Direct Group Limited on 0203 794 9335 as soon as is possible but ideally within 48 hours of the discovery of the incident. Thefts or accidental losses must also be reported to the Police. Correspondence should be sent to Supercover Insurance Ltd, Waterside House, 20 Riverside Way, Uxbridge, UB8 2YF.</p> <p>All Better Buy claims are processed by Direct Group Limited. Certain subsidiaries of Direct Group Limited are authorised and regulated by the Financial Conduct Authority. Registered office: Quay Point, Lakeside Boulevard, Doncaster, South Yorkshire, DN4 5PL. Financial Services Register number: 307332. Company number: 2461657. Registered in England & Wales.</p>

SUMMARY OF MOBILE PHONE INSURANCE COVER (continued)

SUMMARY OF COVER		
This is a Policy Summary only. It does not contain the full terms and conditions of the contract. For full details of all policy terms, conditions & exclusions, please refer to the policy document (a copy of which is available on request). The relevant sections of the policy document are listed below.		
BENEFIT	SCOPE OF COVER	UNUSUAL EXCLUSIONS & LIMITATIONS (see also overleaf)
Accidental damage cover (Section A)	We will pay for repair or replacement costs if your mobile phone(s) is/are damaged as the result of an accident.	<ul style="list-style-type: none"> Excludes: <ul style="list-style-type: none"> damage caused by you deliberately damaging or neglecting the mobile phone; or damage caused by routine servicing, inspection, maintenance or cleaning; or any cosmetic damage; or any damage whatsoever if the serial number has been tampered with in any way.
Theft cover (Section B)	If your mobile phone is stolen we will replace it. Where only a part or parts of your mobile phone have been stolen, we will only replace that part or those specific parts	<ul style="list-style-type: none"> Excludes theft from a building or premises (including your home or place of work) if the theft does not involve forcible and violent entry to or exit from a building; and Excludes theft from other motor vehicles where no-one is in the vehicle and all of the vehicle's windows and doors have not been locked and all security systems have not been activated; and Excludes theft from other motor vehicles where no-one is in the vehicle and the mobile phone has not been concealed in a closed boot, closed glove compartment or other closed internal compartment within the vehicle. Excludes theft from all other locations; <ul style="list-style-type: none"> if the mobile phone has been left in the possession of a third party (other than a member of your immediate family) at the time of the incident; or if the mobile phone is left unattended; or if you fail to take precautions to prevent the theft.
Accidental Loss (Section C)	If you accidentally or unintentionally lose your mobile phone, we will replace it.	<p>The policy will not pay:</p> <ul style="list-style-type: none"> for losses where circumstances cannot be clearly defined, (i.e. you are unable to confirm the time and place you last had your mobile phone).
Breakdown (Section D)	We will cover electrical breakdown that occurs outside of the manufacturer's guarantee period.	<p>We will not pay:</p> <ul style="list-style-type: none"> For repairs or other costs resulting from: <ul style="list-style-type: none"> wear and tear or gradual deterioration of performance; or a manufacturer's defect or recall of the mobile phone. For repairs carried out by persons not authorised by us.
Unauthorised call/Data use (Section E)	If your mobile phone is lost or stolen and is used fraudulently, we will reimburse you for the costs upon receipt of your itemised bill.	<p>The maximum we will pay in respect of unauthorised call/data use is £2500 any one claim.</p> <p>You must report the loss or theft to your airtime supplier within 24 hours of discovery of the loss.</p>
Liquid damage (Section F)	If your mobile phone is damaged as a result of accidentally coming into contact with any liquid, we will repair or replace it.	<ul style="list-style-type: none"> Excludes: <ul style="list-style-type: none"> damage caused by you deliberately damaging or neglecting the mobile phone; or damage caused by routine servicing, inspection, maintenance or cleaning; or any cosmetic damage; or any damage whatsoever if the serial number has been tampered with in any way; or any damage whatsoever if you fail to take precautions to prevent the loss or damage.
Accessories (Section G)	If your claim for your mobile phone is approved, we will replace any accessories that were accidentally lost, stolen or damaged at the same time as your mobile phone up to a maximum value of £150.	<ul style="list-style-type: none"> Excludes <ul style="list-style-type: none"> accessories that are not attached to your mobile phone at the time of the theft, loss or damage.

SUMMARY OF MOBILE PHONE INSURANCE COVER (continued)

SIGNIFICANT & UNUSUAL GENERAL EXCLUSIONS/LIMITATIONS	
Excesses (All Sections)	<p>You will have to pay the amount of excess shown in your policy document. The excess must be paid before your claim can be approved. The excess varies depending on the type of mobile phone you have insured with us and the amounts payable are set out below:</p> <ul style="list-style-type: none"> - If your claim is for any mobile phone other than an iPhone X, the excess is £75 for any claim - If your claim is for an iPhone X the excess is £100 for any claim.
Reporting your loss (Claims Procedures)	<p>You must:</p> <ul style="list-style-type: none"> • notify Supercover Insurance Ltd on 0203 794 9335 as soon as possible but ideally within 48 hours of the discovery of any incident likely to give rise to a claim under this insurance; and • report the loss or theft of any mobile phone, within 24 hours of discovery to your Airtime Provider and blacklist your handset; and • report the theft or loss of your mobile phone to the Police within 48 hours of discovery and obtain a crime reference number in support of a theft and a lost property number in support of an accidental loss claim. <p>Please note any delay in reporting an incident to Supercover Insurance Ltd, your Airtime Provider or the Police may invalidate your right to claim under the policy.</p>
General Exclusions	<p>We will not pay any claim:</p> <ul style="list-style-type: none"> • if the serial number of your mobile phone has been tampered with in any way; or • if the mobile phone was not less than 6 months old at the time the policy is taken out; or • for reconnection costs or subscription fees; or • if you are unable to evidence that the mobile phone has been used during the period of cover; or • without being in receipt of evidence of ownership.
COMPLAINTS PROCEDURE	
<p>In the first instance contact Supercover's Customer Services Director. The contact details are: The Customer Services Director Waterside House 20 Riverside Way Uxbridge UB8 2YF Tel: 0203 794 9335 9335 Email: customer.relations@directgroup.co.uk</p> <p>Please ensure your policy number is quoted in all correspondence to assist a quick and efficient response.</p> <p>In the event that Supercover have not resolved matters within 8 weeks of you writing to them the problem can be referred to the Financial Ombudsman Service. Whilst Supercover and your Insurers are bound by the decision of the Financial Ombudsman Service, you are not. Following the complaints procedure above does not affect your right to take legal action.</p>	
FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)	
<p>All Zenith Insurance plc policies issued in the UK for individual customers or 'small businesses' are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if your insurer cannot meet its obligations (e.g. if it goes out of business or into liquidation or is unable to trade).</p> <p>Further information about compensation scheme arrangements is available from the FSCS (www.fscs.org.uk telephone 0207 741 4100).</p>	