

# Terms of Business

## Trusted Insurances

### Who regulates us?

Trusted Insurances is a trading name of Taurus Insurance Services Limited.

Taurus Insurance Services Limited is an insurance intermediary authorised and regulated in Gibraltar by the Financial Services Commission under Permission Number 5566 and authorised to passport general insurance intermediary services into the UK and registered with the Financial Conduct Authority in the UK under registration number 444830.

You can check these details on the FCA's register by visiting [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768. The FCA is the independent watchdog that regulates financial services.

### Whose product do we offer?

Taurus Insurance Services Limited is an insurance intermediary providing a non-advised service who act for and on behalf of the insurer. The total premium you pay includes a commission for Taurus Insurance Services Limited. This is a percentage added to the base premium provided by the Insurer, which includes Insurance Premium Tax.

Trusted Insurance policies are insured by Great Lakes Insurance UK Limited. Great Lakes Insurance UK Limited is a company incorporated in England and Wales with company number 13436330 and whose registered office address is 10 Fenchurch Avenue, London, United Kingdom, EC3M 5BN.

Great Lakes Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 955859. You can check this on the Financial Services Register by visiting; [register.fca.org.uk](http://register.fca.org.uk)

The policies are underwritten by ERGO TIS, registered in England and Wales, company number 11091555.

ERGO TIS is authorised and regulated by the Financial Conduct Authority, register number 805870, with registered office at 10 Fenchurch Avenue London, EC3M 5BN.

## Important Information

### Demands and needs

Trusted Insurances does not offer advice or recommend insurance. You should decide, before purchasing, whether the terms of this insurance policy meet your demands and needs for gadget insurance.

All products we offer you are designed to meet the demands and needs of those who wish to ensure that they are financially protected against the risks associated with owning gadgets, including Breakdown, Theft, Loss, Accidental Damage, and Unauthorised Usage. The levels of cover may vary depending on which options you choose. Please refer to your gadget insurance certificate for full details.

You should also consider whether you have cover under other insurance policies already in place.

### Cancellation & refund policy

You may cancel the insurance within 14 days of receiving the insurance documents, should you decide the insurance is no longer appropriate or required, please contact us via email at [gadget.sales@trustedinsurances.com](mailto:gadget.sales@trustedinsurances.com) or by calling 0207 183 6082. 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.

After the cooling off period you may cancel the insurance at any time there after by contacting Trusted Insurances using the above contact details. Provided no claim has been made, for monthly policies no refund is

due, for annual policies we will calculate if any proportionate refund is due for the period of unused cover. If a claim has been made during the period of insurance no refund of premium will be due.

### **Amending your policy**

Should you decide to replace your gadget with a new gadget whilst your insurance is in force, we will consider transferring the benefit of the insurance subject to the item remaining within the same premium banding or policy option (whichever applicable) as your original gadget.

### **Auto-Renewal**

**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. 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 the policy wording.

**If you have an annual policy:** You will be contacted at least 21 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.

Unless you advise us otherwise, your renewal premium will be taken by the same method used during your initial purchase. If you do not want to auto renew your policy, you just need to contact Trusted Insurances via the contact details provided in the renewal notice. If you do nothing, then your policy will automatically renew.

### **Fraud policy**

We do not provide insurance for devices that are already damaged or not in good working order prior to purchase. We use various methods when evaluating a claim to determine if the damage was pre-existing and your claim may be denied as a result. It is a criminal offence to make a fraudulent claim. We take this robust stance to keep our premiums low and service levels high.

## **How to make a claim**

Should you wish to make a claim under your insurance, check your documentation to ensure you have the appropriate cover. You may be asked to provide additional information to substantiate your claim.

You can submit your claim online or by telephone:

**Online:** <https://www.trustedinsurances.com/make-a-claim>

**Telephone:** 0330 880 1741

## **What to do if you have a complaint**

We demand high standards at Trusted Insurances, and we always strive to meet our customers' expectations. Sometimes things can go wrong and if that ever happens you can make a complaint.

Make sure you write 'Complaint' in the email heading or in your letter. Please always give your full name and address, policy number and include any additional information or documents.

**Telephone:** 0207 183 6082

**email:** [complaints@trustedinsurances.com](mailto:complaints@trustedinsurances.com)

**Write to:** Customer Relations Team, Taurus Insurance Services, Suite 2209-2217 Eurotowers, Europort Road, Gibraltar

## **Our promise of service**

We will aim to provide you with a full response within four weeks of the date we receive your complaint and our response will be our final decision based on the evidence presented.

If for any reason there is a delay in completing our investigations, we will explain why and tell you when we hope to reach a decision.

In any event, should you remain dissatisfied or fail to receive a final answer within eight weeks from us receiving your complaint, you may have the right to refer your complaint to an independent authority for consideration. That authority is the Financial Ombudsman Service (FOS) at:

Exchange Tower, Harbour Exchange Square, London E14 9SR

**Telephone:** 0800 023 4567 or 0300 123 9123

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

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Please note that if you wish to refer this matter to the FOS you must do so within six months of our final decision. You must have completed the above procedure before the FOS will consider your case. Your legal rights are not affected.

## **Financial Services Compensation Scheme (FSCS)**

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).