



Our terms of business

ABOUT COVER MY

- Cover My is a trading name of Reach Financial Services Limited.
- We are an insurance intermediary who are authorised and regulated by the Financial Conduct Authority.
- We are included in the Financial Services Register. Our firm reference number is 302801. You can check this by referring to the Financial Services Register at www.fca.org.uk/register or telephone **0800 111 6768** or **0300 500 8082**
- Our registered address and company number is: Reach Financial Services Limited, Kempton House, Kempton Way, PO Box 9562, Grantham, Lincolnshire, NG31 0EA. Company number 04328466

OUR SERVICE

- You will not receive a personal recommendation from us or advice about the insurance products we offer. We provide you with an information only service.
- We act on your behalf when we place insurance with an insurance provider. We also act on your behalf where you instruct us to make a mid-term adjustment to an existing policy.

INSURANCE PRODUCTS WE OFFER

We offer insurance products from the following insurers:

- Breakdown Insurance – Building Block Insurance PCC Limited
- Motor Excess Protection* - Great Lakes Insurance SE
- Replacement Vehicle Insurance* - Great Lakes Insurance SE
- Motor Legal Expenses* – Brit Syndicate 2987 at Lloyd's;
- Key Cover* – Alwyn Insurance Company Limited
- Guaranteed Asset Protection – Building Block Insurance PCC Limited
- Gadget Insurance – Building Block Insurance PCC Limited
- Pet Insurance – Building Block Insurance PCC Limited
- Combined Buildings & Contents – Cavere, Uinsure and Legal & General (L&G)
- Buildings only - Cavere, Uinsure and Legal & General (L&G)
- Contents only – Cavere, Uinsure and Legal & General (L&G)

*Optional extra insurance product with Breakdown Insurance only



HOW WE HANDLE MONEY

- We hold insurance premiums including premium refunds on behalf of the insurer.
- When you pay an insurance premium to us, we hold this money on behalf of the insurer. This means the premium is treated as if you had paid the insurer directly. If we become insolvent before the premium is transferred to the insurer, it is the insurer who bears the risk of not receiving the premium.

OUR FEES

In addition to the premium payable for any insurance product, fees payable by you to us are as follows:

- You make a mid-term adjustment to an existing policy - £5

HOW WE ARE REMUNERATED BY INSURANCE PROVIDERS

- We receive a commission from insurance providers which is a percentage of the premium you pay for the insurance product.
- We may also receive a percentage bonus commission from insurance providers which is dependent upon us reaching designated sales volumes.
- Our employees may receive a cash bonus which is dependent upon them achieving minimum call quality standards.

WHAT TO DO IF YOU HAVE A COMPLAINT

If you wish to register a complaint, please contact us using the following details:

- In writing: Reach Financial Services Limited t/a Cover My, Kempton House, Kempton Way, PO Box 9562, Grantham, Lincolnshire, NG31 0EA
- By telephone: **0800 980 5134**
- By email: admin@covermy.co.uk

In the event your complaint is not resolved to your satisfaction you may have the right to refer your complaint to the Financial Ombudsman Service. Their contact details are:

- Web: www.financial-ombudsman.org.uk
- Telephone: **0300 123 9 123**

If your complaint or part of your complaint relates to a claim, we will forward your complaint to the relevant claims handler who act on behalf of the insurance provider.

FINANCIAL SERVICES COMPENSTATION SCHEME (FSCS)

- You may be entitled to compensation from the FSCS in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance and the circumstances of the claim. Please refer to www.fscs.org.uk/what-we-cover/insurance for further information.