



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 – Fortegra Europe Insurance Company 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 – Fortegra Europe Insurance Company Limited
- Gadget Insurance – Fortegra Europe Insurance Company Limited
- Pet Insurance – Building Block Insurance PCC Limited

*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:

- All products - you make a mid-term adjustment to an existing policy - £7.50
- All products - you cancel the policy after the 14-day cancellation period has ended - £7.50
- Pet insurance only policy renewal fee - £10
- Gadget policy only policy renewal fee - £5
- Guaranteed Asset Protection – you cancel the policy after the 30-day cancellation period has ended - £15.00

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.



PRIVACY AND DATA PROTECTION

- We take the safety of your personal information very seriously. We will process your information in line with our Privacy Policy. Please see this for full details of how we hold and process any data that is submitted to us by you.

GOVERNING LAW AND JURISDICTION

- All quotations and policies that we obtain for you are subject to the laws of England and subject to the exclusive jurisdiction of the English courts unless your policy document states otherwise.

DUTY OF DISCLOSURE

- We rely upon the information that you provide us to decide whether to offer you a policy and the terms and conditions under which we will offer cover. You have a duty to take reasonable care not to make a misrepresentation during pre-contract negotiations which means that you are also responsible for providing honest and accurate answers to the insurer's questions. This also applies to your responses in relation to any assumptions you may agree to in the process of the application for insurance cover. This is particularly important before taking out a policy, but also at renewal stage and if you need to make a mid-term adjustment to your policy.

If you do not do this, your insurer may be able to impose different terms on your cover, may charge you a higher premium or, in some circumstances, may be able to avoid your policy from inception and any claims under it would not be paid.

DEMANDS AND NEEDS

- You will not receive any advice and we will also not make any recommendation when arranging your insurance. However, we may ask some questions to narrow down the selection that we will then provide details on. You will need to then make your own choice about how to proceed and whether a particular product meets your insurance needs.