

# keyfacts

## **CompuCover Policy Summary**

Some important facts about this Computer Equipment All Risks insurance are summarised below. This summary does not describe all the terms and conditions of the policy, so please take time to read the policy document to make sure you understand the cover it provides.

Please refer to the Policy Schedule, which is given to you when the policy is confirmed, which will detail the period of cover and the Equipment and values insured.

The insurance is provided by UK General a trading name of UK Underwriting Limited on behalf of Ageas Insurance Limited and is administered by Summit Insurance Services Limited whose address is The Robbins Building, Albert Street, Rugby, CV21 2SD. Customer Services telephone number: 01788 563100 and Claims telephone number: 01788 563111.

## **Features and Benefits**

Your equipment is covered against theft, fire, flood and accidental damage. The cover applies whether an incident takes place, in the car, at home or in any other location – including temporary visit outside the UK. Benefits include:

- a) No excess or deductible
- b) In the event of an agreed total loss claim, a new replacement unit is supplied
- c) In the event of an agreed damage claim, your equipment is repaired
- d) Cover extends to standard software

## **Significant and or Unusual Exclusions**

CompuCover has certain common insurance exclusions such as those relating to damage caused by war, Nuclear risk, Sonic boom or your intentional acts etc. Full details can be found in your policy document. The only major exclusions are:

- a) Damage or destruction due to defective design or workmanship, general wear and tear, mechanical and electrical breakdown - See Exclusion 1 of your Policy document.
- b) Thefts from unattended cars where the item was not locked away from view – See Exclusion 2a of your policy document.
- c) Where equipment has been left unattended in a public place – See Exclusion 2b of your policy document.
- d) CompuCover will only pay for carriage costs within the UK. Should equipment need to be collected and/or delivered outside the UK, you are responsible for these carriage costs.
- e) There is no automatic cover under your policy for equipment that has been replaced as a result of a successful claim. If you would like your policy to cover replacement equipment, you will need to pay the Insurer an additional premium. See General Condition 2 of your policy document for further details.
- f) Handling and/or using the equipment that is not accordance with the manufacturer's handbook- See Exclusions 1g & 3c of your policy document.

It is your responsibility to read and thoroughly understand the terms and conditions of your policy document. Please refer to your policy document.

## **Cancellation Period**

We hope you are happy with the cover this policy provides. However you have the right to cancel it within 30 days of receiving the policy and a full refund will be given. After the 30 day “cooling off period” there are no refunds given. Refer to your Policy document for full details.

## **Claim Notification**

Within 14 days of the occurrence of the Insured Event, notify the Insurer by writing to CompuCover c/o Summit Insurance Services Limited, The Robbins Building, Albert Street, Rugby, CV21 2SD. Full details of the claims procedure can be found in Your policy document.

## **If you are not satisfied**

It is our intention to give you the best possible service but if you do have questions or concerns about this Insurance or the handling of a claim you should in the first instance contact: CompuCover c/o Summit Insurance Services Limited, The Robbins Building, Albert Street, Rugby, CV21 2SD (or telephone 01788 563115). We will confirm we have received your complaint with 5 working days and we will do our best to resolve the problem within 4 weeks. If we are unable to do so we will let you know when you can expect the answer. If we do not resolve the problem with 8 weeks – or if you are dissatisfied with our final response we will give you information about referring the matter to the Financial Ombudsman Service (if this applies to you).

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

Ageas Insurance Limited is covered by the Financial Services Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)

### **1. The Financial Services Authority (FSA)**

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

### **2. Whose products do we offer?**

We can only offer products from a limited number of insurers for the insurance risks arising from the ownership of Information Technology equipment. Ask us for a list of insurers we offer insurance from.

### **3. What service will we provide you with?**

You will not receive advice or a recommendation from us. You will need to make your own choice about how to proceed.

### **4. What will you have to pay us for our services?**

A fee

No fee

### **5. Who regulates us?**

Summit Insurance Services Limited, The Robbins Building, Albert Street, Rugby, CV21 2SD is authorised and regulated by the Financial Services Authority. Summit Insurance Services Limited's FSA Register number is 300172.

Our permitted business is the arranging of and administration of insurance policies for Information Technology equipment.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.