

policy summary

Mobility Safeguard Extended Warranty (Breakdown)

The following cover is only applicable if you have chosen to purchase this cover at the same time as you purchased the Insurance cover and a Breakdown Certificate has been issued

Significant Features and Benefits	Significant exclusions or limitations	Policy section
Breakdown This section pays for repairs to the mobility product including the cost of the parts fitted and the callout and labour costs involved following breakdown. Nil Excess	<ul style="list-style-type: none"> • Restricted to Sudden and Unforeseen Electrical or Mechanical Breakdown • Cost of repairing or replacing consumable items such as batteries, tyres and light bulbs • The product must be serviced annually • Micro Scooters • Where the manufacturer's warranty has expired, there is no cover for the first 90 days from inception date of the policy 	All
Worldwide cover	<ul style="list-style-type: none"> • Maximum period 21 days 	All

Your cover is valid for the period of cover stated in your policy schedule. For policies of more than one year in duration, please review and update your cover periodically to ensure that it remains adequate.

CANCELLATION RIGHT

We hope you are happy with the cover this policy provides. However, you have the right to cancel it within 14 days of receiving the policy. Please refer to the Cancellation Section of the policy under "General Conditions".

MAKING A CLAIM

If you have a claim, please telephone us on **0800 012 6327** as soon as possible to tell us about it.

COMPENSATION SCHEME

In the event that Fortis Insurance Limited is unable to meet its liabilities you may be entitled to compensation from the Financial Services compensation Scheme (FSCS).

Further information can be found in your policy under "Compensation Scheme".

COMPLAINTS PROCEDURE

We do not like to make mistakes, but if they do happen, we will be honest and open enough to apologise, and correct them as quickly as we can.

We accept we are responsible for our actions; we admit to mistakes and put matters right at the first opportunity.

If you are unhappy in any way with the service you have received from Fish Insurance, our complaints procedure enables you to express your dissatisfaction and have a full understanding of how your complaint will be handled. If unfortunately you feel our customer service levels have failed to meet your expectations, please contact us:

For claims related complaints, call the Fish Claims Department on 0800 012 6327.

For any other type of complaint, call the Fish Customer Services Department on 0500 432 141.

In writing: The Complaints Officer, Fish Insurance, 2-4 Riversway Business Village, Navigation Way, Preston. PR2 2YP

If you are not satisfied, you may be entitled to refer the matter to the Financial Ombudsman Service.