



DISABILITY EQUIPMENT WARRANTY

Your Policy Summary

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

Insurer: UK General Insurance Limited on behalf of Great Lakes Insurance SE.

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations	Policy Section
<p>Warranty - This section pays for repairs to the disability product including the cost of the parts fitted and labour costs involved following breakdown.</p>	<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, fuses, tyres and light bulbs. • The product must be serviced annually. • Where the manufacturer's warranted has expired, there is no cover for the first 90 days from inception date of the policy 	<p>14</p>

Your cover is valid for the period of cover stated in your police schedule.

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 0333 331 3840^ as soon as possible to tell us about it.

Compensation Scheme | In the event that Great Lakes Insurance SE 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 | 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:

By email: info@fishinsurance.co.uk

By telephone: Claims related 0333 331 3840^ Other complaints 0333 331 3900^

In writing: The Complaints Officer, Fish Insurance, 12 Sceptre Court, Sceptre Way, Bamber Bridge, PRESTON PR5 6AW.

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Tel: 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk