

About Our Insurance Services

The firm

1	<p>CORGI HomePlan Ltd</p> <p>Registered Office: 1 Masterton Park, South Castle Drive, Dunfermline, KY11 8NX. Registered in Scotland: SC358475</p> <p>CORGI HomePlan policies are underwritten by Royal & Sun Alliance Insurance plc. CORGI HomePlan Limited is an appointed representative of Ambant Underwriting Services Limited (for general insurance intermediary business), a company which is authorised and regulated by the Financial Conduct Authority under registration number 597301 to carry on insurance mediation activities. You can check this on the Financial Conduct Authority register by visiting their website (www.fca.org.uk) or by contacting the FCA on 0800 111 6768.</p>
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The financial service

2	<p>CORGI HomePlan provide annual boiler services & breakdown insurance policies for domestic central heating systems, plumbing, electrics and drains. We also manage claims made on these policies.</p> <p>You will not receive advice or a recommendation from us about the sale of these products.</p>								
3	<p>The price for our standard CORGI HomePlan depends on the level of cover as follows;</p> <table style="margin-left: 20px;"> <tr> <td>Starter</td> <td>£20.00 per month</td> </tr> <tr> <td>Everyday</td> <td>£23.00 per month</td> </tr> <tr> <td>Advanced</td> <td>£26.00 per month</td> </tr> <tr> <td>Complete</td> <td>£29.00 per month</td> </tr> </table> <p>From time to time we may make special offers, details of which can be found on our website or on offer letters distributed to customers. Price shown is the amount payable by monthly Direct Debit inclusive of all fees, charges, expenses and taxes.</p>	Starter	£20.00 per month	Everyday	£23.00 per month	Advanced	£26.00 per month	Complete	£29.00 per month
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Complete	£29.00 per month								
4	Other taxes or costs may exist that are not paid through the insurer or imposed by it.								
5	Further information on the offers or terms of cover can be obtained by telephoning CORGI HomePlan on 0800 085 0845 or by visiting www.corgihomeplan.co.uk								
6	When setting up a policy or making a claim we do not charge for using our telephone service or website.								
7	The premiums for CORGI HomePlan policies are collected by monthly Direct Debit. In order to proceed you will need to provide details of the bank account from which the Direct Debit will be paid.								

The distance contract

8	You have the right to cancel your insurance within 14 days of the start of your insurance policy ("14 day cooling off period") without any penalty or reason with no cost to you providing you have not made a claim under your policy within that period.
9	You will not be able to make a claim under your policy for 30 days from when you first purchased the policy.

10	<p>If you choose to cancel your policy after the initial 14 day cooling off period but within your first 12 months of cover then we may charge you an administration fee of £30.</p> <p>We can cancel your policy in the following circumstances:</p> <ul style="list-style-type: none"> • A change in risk occurring which means that We can no longer provide You with insurance cover. • Non-cooperation or failure to supply any information or documentation We request. • You using threatening or abusive behaviour or the use of threatening or abusive language. • If CORGI HomePlan are not able to find parts to keep Your system or appliance working. • If any recommended remedial or maintenance works notified to You by the CORGI HomePlan engineer during a gas boiler service breakdown or repair are not carried out within 28 days of such notification. • Your domestic central heating boiler does not meet Our eligibility criteria (for example if spare parts are no longer available). <p>If we have cancelled your policy and you have had a claim in the current insurance period we reserve the right to recover from you any unpaid premiums for the remainder of the current insurance period.</p>
11	<p>You can cancel your policy at any time by writing to CORGI HomePlan, 1 Masterton Park, South Castle Drive, Dunfermline, KY11 8NX or calling on 0800 085 0845.</p>
12	<p>Under the laws of the United Kingdom (England, Scotland, Wales and Northern Ireland) both you and we may choose the law which applies to this contract, to the extent permitted by those laws. Unless you and we agree otherwise, we have agreed with you that the law which applies to this contract is the law which applies to the part of the United Kingdom in which you live, or, if you live in the Channel Islands or the Isle of Man, the law of whichever of those two places in which you live.</p> <p>We and you have agreed that any legal proceedings between you and us in connection with this contract will only take place in the courts of the part of the United Kingdom in which you live, or, if you live in either the Channel Islands or the Isle of Man, the courts of whichever of those two places in which you live.</p>
13	<p>The contractual terms and conditions and the other information in this document will be supplied, and all communication with you will be in English.</p>
Redress	
14	<p>We will always aim to do our best but unfortunately there may be times when things go wrong. If you wish to make a complaint you can telephone or write to us. If we are not able to resolve your complaint, then you may be able to refer your complaint to the Financial Ombudsman Service. Full details of our complaints procedure is set out in our policy booklet and is available on request.</p>
15	<p>You may be entitled to compensation from the Financial Services Compensation Scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. For further information, see www.fscs.org.uk or telephone them on 020 7892 7300.</p>