

Peace of mind at an affordable cost

# home contents insurance



Circle  
Anglia



clothing



electrical



furniture



fire



vandalism



carpets



theft



water

**A special service for tenants and  
leaseholders of The Circle Anglia Group**

# Circle Anglia Tenants and Leaseholders Home Contents Insurance Scheme Application Form

(Subject to the terms, exclusions and conditions of the policy, a specimen of which is available on written request).

- Before you fill in the form, read the declaration at the end.
- Make sure that you answer all the questions as fully as possible.
- Please return the whole completed form Wessex Administration Services.

**Please keep a copy of this form together with any information you send with it. Or you can ask for a copy from the insurance company within three months of taking out insurance.**

This form is used to work out your insurance premium and whether you can be insured. Please include all information.

If you are in any doubt about whether to include information, please include it.

**If you do not it may mean that any claim you make is turned down.**

Your Full Name (Mrs/Ms/Miss/Mr/other) (The person(s) to be insured)

\_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Post Code \_\_\_\_\_

Telephone no. \_\_\_\_\_

Date of Birth \_\_\_\_\_

If you are over 60, please tick box

Your Job (please state if retired) \_\_\_\_\_

Are you a Tenant or a Leaseholder of The Circle Anglia Group? YES / NO

Required start date \_\_\_\_\_

Contents amount insured

£ \_\_\_\_\_

Tenants' and Leaseholders' Home Improvements  
(e.g fitted kitchens, bathrooms, wardrobes etc)

£ \_\_\_\_\_

**Total Sum Insured**

£ \_\_\_\_\_

Do you require Accidental Damage cover to your contents? YES  NO

If you have a spouse or partner living with you, please complete the following questions about them:

Their Full Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Their Job \_\_\_\_\_

Insurance starts when Wessex Administration Services informs you that you have been accepted onto the scheme. You will be sent a policy booklet and schedule which will confirm the sum insured, premium and start date. It is important that the sum insured chosen (in round sums of £1000) is sufficient to cover the full replacement cost of all your household goods and personal effects.

**PLEASE ANSWER ALL THE QUESTIONS BELOW. WE CAN ONLY CONSIDER YOUR APPLICATION ONCE THESE QUESTIONS HAVE BEEN ANSWERED. PLEASE USE CAPITAL LETTERS WHEN FILLING IN THIS FORM**

**TO BE ANSWERED BY THE APPLICANT** (please tick the correct box in answer to the questions below) We can only consider your application once ALL these questions are answered in full.

YES NO

1. Is your home self-contained with its own separate lockable front door?  YES  NO
2. Is this property your permanent home and occupied only by yourself and members of your immediate family normally living with you?  YES  NO
3. Does the amount of insurance you have chosen cover the full cost of replacing all your household goods and personal belongings?  YES  NO

If you have answered NO to any of the above questions, please give more details below (use a separate sheet if more space is needed).

\_\_\_\_\_

\_\_\_\_\_

YES NO

4. Do you regularly leave your home empty or unattended for more than 60 days?  YES  NO
5. Is your home used for running a business?  YES  NO
6. Have you or anyone living with you ever been refused insurance, had insurance cancelled or had special terms imposed by an insurer?  YES  NO

If you have answered YES to any of the above questions, please give more details below (use a separate sheet if more space is needed).

\_\_\_\_\_

\_\_\_\_\_

YES NO

7. Have any incidents occurred in the last five years which would have caused you to make a claim for household contents or personal effects, whether or not you were insured at the time?  YES  NO

If you have answered YES to the above question, please give us the following information (use a separate sheet if more space is needed):

Date(s) of incident(s) \_\_\_\_\_

What caused the loss (theft, water damage etc.)? \_\_\_\_\_

Value of goods lost or damaged \_\_\_\_\_

Were you insured at the time? \_\_\_\_\_

If so, how much did the insurers pay in settlement of the claim? \_\_\_\_\_

8. If you have had a burglary in the last five years please state

How entry was gained? \_\_\_\_\_

What additional security has been installed since the incident? (extra locks, alarms etc.) \_\_\_\_\_

9. Have you or anyone living with you ever been convicted or charged with any offence, other than motoring offences, or is any prosecution or police enquiry pending?  YES  NO

YES NO

If you have answered YES to the above question, please tell us:

Date of conviction or charge \_\_\_\_\_

Nature of offence \_\_\_\_\_

Penalty received (amount of fine, length of sentence etc.) \_\_\_\_\_

Your age at the time \_\_\_\_\_

## Important Notice

All material facts must be disclosed. Failure to do so could invalidate the policy. A material fact is one which is likely to influence an insurer in the acceptance and assessment of this application e.g. intended unoccupancy of your property, or if any member of your household is charged with, cautioned for or convicted of a criminal offence (other than motor offences) Material facts must be disclosed in relation to yourself and all other persons who are to be insured. If you are in any doubt as to whether a fact is material then it should be disclosed to the insurer. If any changes in circumstances arise during the period of insurance cover please provide your insurer with details.

A specimen copy of the policy wording is available on request. We recommend you keep a record (including copies of letters) of all information provided to the insurer for your future reference. A copy of the completed application form will be supplied on request within a period of three months after its completion.

### PLEASE READ THE DECLARATION BELOW CAREFULLY BEFORE SIGNING IT

## Declaration

- I/We understand the contents of this completed application and I/we declare that the information given is, to the best of my/our knowledge and belief correct and complete.
- I/We agree that the statements in this application shall form the basis of the contract between the insurer and myself/ourselves and if the risk is accepted I/we undertake to pay the premium when called upon to do so.
- I/We understand that my/our information may also be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing the insurer's compliance with any regulatory rules/codes.
- I/We have read the information overleaf under the heading "Important Information".
- You must declare the full value of goods or property insured. Failure to do so may invalidate your policy or reduce claims settlements.

Applicants signature(s)

\_\_\_\_\_

\_\_\_\_\_

Joint applicants should both sign unless they are married to each other.

Date

\_\_\_\_\_

## Special note

If during the period of your insurance cover, your home is likely to be unoccupied (e.g through hospitalisation, extended holiday) for more than 60 consecutive days you will have to advise Wessex Administration Services.

FOR OFFICIAL USE ONLY	
Date Received:	Premium:
Policy No.	Start Date:

# Cost of Insurance

**Table 1 – Inner London (For all other districts please see table 2 below)**

SUM INSURED	STANDARD COVER MONTHLY	STANDARD COVER + ACCIDENTAL DAMAGE COVER MONTHLY	STANDARD COVER ANNUAL PREMIUM	STANDARD COVER + ACCIDENTAL DAMAGE COVER ANNUAL
* £6,000	£4.23	£4.76	£45.49	£53.01
* £7,000	£4.76	£5.55	£51.68	£61.85
* £8,000	£5.28	£6.34	£58.00	£70.68
£9,000	£5.81	£7.14	£64.34	£79.52
£10,000	£6.34	£7.93	£70.68	£88.35
£11,000	£6.86	£8.72	£77.00	£97.19
£12,000	£7.39	£9.52	£83.34	£106.02
£13,000	£7.92	£10.31	£89.68	£114.86
£14,000	£8.45	£11.10	£96.01	£123.69
£15,000	£8.98	£11.90	£102.34	£132.53
£16,000	£9.50	£12.69	£108.67	£141.36
£17,000	£10.03	£13.48	£115.00	£150.20
£18,000	£10.56	£14.27	£121.33	£159.03
£19,000	£11.08	£15.07	£127.67	£167.87
£20,000	£11.62	£15.86	£134.01	£176.70
£21,000	£12.14	£16.65	£140.33	£185.54
£22,000	£12.67	£17.45	£146.66	£194.37
£23,000	£13.20	£18.24	£153.00	£203.21
£24,000	£13.72	£19.03	£159.33	£212.04
£25,000	£14.25	£19.83	£165.66	£220.88
£26,000	£14.77	£20.62	£172.00	£229.71
£27,000	£15.31	£21.41	£178.33	£238.55
£28,000	£15.84	£22.20	£184.66	£247.38
£29,000	£16.37	£23.00	£191.00	£256.22
£30,000	£16.89	£23.79	£197.32	£265.05

\* only available to tenants and leaseholders over the age of 60

**Table 2 – All Districts (Except Inner London)**

SUM INSURED	STANDARD COVER MONTHLY	STANDARD COVER + ACCIDENTAL DAMAGE COVER MONTHLY	STANDARD COVER ANNUAL PREMIUM	STANDARD COVER + ACCIDENTAL DAMAGE COVER ANNUAL
* £6,000	£2.63	£3.03	£25.53	£31.92
* £7,000	£2.98	£3.54	£29.79	£37.24
* £8,000	£3.34	£4.04	£34.05	£42.56
£9,000	£3.69	£4.55	£38.30	£47.88
£10,000	£4.04	£5.05	£42.56	£53.20
£11,000	£4.40	£5.56	£46.81	£58.52
£12,000	£4.76	£6.06	£51.07	£63.84
£13,000	£5.11	£6.57	£55.35	£69.16
£14,000	£5.46	£7.07	£59.59	£74.48
£15,000	£5.82	£7.58	£63.83	£79.80
£16,000	£6.19	£8.08	£68.09	£85.12
£17,000	£6.53	£8.59	£72.35	£90.44
£18,000	£6.88	£9.09	£76.70	£95.76
£19,000	£7.23	£9.60	£80.86	£101.08
£20,000	£7.59	£10.10	£85.11	£106.40
£21,000	£7.94	£10.61	£89.37	£111.72
£22,000	£8.30	£11.11	£93.63	£117.04
£23,000	£8.66	£11.62	£97.88	£122.36
£24,000	£9.01	£12.12	£102.14	£127.68
£25,000	£9.36	£12.63	£106.40	£133.00
£26,000	£9.72	£13.13	£110.66	£138.32
£27,000	£10.08	£13.64	£114.91	£143.64
£28,000	£10.43	£14.14	£119.16	£148.96
£29,000	£10.78	£14.65	£123.42	£154.28
£30,000	£11.14	£15.15	£127.68	£159.60

\* only available to tenants and leaseholders over the age of 60

## Payment Method

I wish to pay the premium (tick box)

- Annually** by Cheque, Postal Order (both to be made payable to: Wessex Administration Services Ltd) or Debit/Credit Card.
- Monthly** by Direct Debit.
- Monthly** by Cash at any Post Office or Payzone outlet.

If you have ticked Annually or Monthly please now complete the relevant section on this page.

## ONLY FILL IN THIS PART IF YOU ARE PAYING ANNUALLY THROUGH YOUR BANK CREDIT/ DEBIT CARD.

- I hereby authorise Wessex Administration Services Limited to collect my annual premium through my Bank Debit/Credit Card.

**ACCESS**    **VISA**    **SWITCH** issue No.

Card No.

Expiry Date:

Signature(s):

Date:

## ONLY FILL IN THIS PART IF YOU ARE PAYING BY MONTHLY DIRECT DEBIT

### Insurance Payment Plan

Instruction to your Bank or Building Society to pay Direct Debits

1. Name and full postal address of your Bank or Building Society branch.

To: The Manager

Bank/Building Society

Postcode

2. Name(s) of account holder(s):

3. Branch sort code: (from the top right hand corner of your cheque)

-    -

4. Bank or Building Society account number:

Banks and Building Societies may not accept Direct Debit instructions for some types of account.

### Originator's Identification Number



5. Reference Number (for office use only)

6. Instruction to your Bank or Building Society:

Please pay Wessex Administration Services Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Wessex Administration Services Limited and, if so, details will be passed electronically to my Bank or Building Society.

Signature(s):

Date:

### The Direct Debit Guarantee



This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own Bank or Building Society. If the amounts to be paid or the payment date changes Wessex Administration Services Ltd will notify you 14 working days in advance of your account being debited or as otherwise agreed. If an error is made by Wessex Administration Services Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch, of the amount paid. You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us. A copy of this guarantee should be retained by the payer. Now return the whole completed form to: Wessex Administration Services Ltd., Jewry House, Jewry Street, Winchester, Hampshire SO23 8RZ or alternatively hand it in to the Council.

# IMPORTANT INFORMATION

## Data Protection Act – Information Uses

For the purposes of the Data Protection Act 1998 the Data Controller in relation to any personal data you supply is Aviva Insurance UK Limited.

### Insurance Administration

Your information may be used for the purposes of insurance administration by the insurer, its associated companies and agents, by reinsurers and your intermediary. It may be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing the insurer's compliance with any regulatory rules/codes. Your information may also be used for research and statistical purposes and crime prevention. It may be transferred to any country, including countries outside the European Economic Area for any of these purposes and for systems administration. Where this happens, we will ensure that anyone to whom we pass your information agrees to treat your information with the same level of protection as if we were dealing with it.

If you give us information about another person, in doing so you confirm that they have given you permission to provide it to us and for us to be able to process their personal data (including any sensitive personal data) and also that you have told them who we are and what we will use their data for, as set out in this notice.

In the case of personal data, with limited exceptions, and on payment of the appropriate fee, you have the right to access and if necessary rectify information held about you.

In assessing your application, the insurer may undertake checks against any publicly available information (such as electoral roll, county court judgements, bankruptcy orders or repossessions). Similar checks may be made in assessing any claims made.

Information may also be shared with other insurers either directly or via those acting for the insurer (such as loss adjusters or investigators).

### Sensitive Data

In order to assess the terms of the insurance contract or administer claims that arise, the insurer may need to collect data that the Data Protection Act defines as sensitive (such as medical history or criminal convictions). By proceeding with this insurance, you will signify your consent to such information being processed by the insurer or its agents.

### Fraud Prevention and Detection

In order to prevent and detect fraud we may at any time:

- Share information about you with other organisations and public bodies including the Police;
- Undertake credit searches and additional fraud searches;
- Check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this.

We can supply on request further details of the databases we access or contribute to.

We and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for you and members of your household;
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies;
- Check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity.

### Claims History

- Under the conditions of your policy you must tell us about any insurance related incidents (such as fire, water damage, theft or an accident) whether or not they give rise to a claim. When you tell us about an incident we will pass information relating to it to a database.
- We may search these databases when you apply for insurance, in the event of any incident or claim, or at time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim.

You should show these notices to anyone who has an interest in the insurance under the policy.

## Complaints Procedure

### If You Have a Complaint

We hope that you will be very happy with the service that we provide. However, if for any reason you are unhappy with it, we would like to hear from you. In the first instance, please write to your insurance Administrator or usual point of contact. We are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may be entitled to refer it to this independent body. Following the complaints procedure does not affect your right to take legal action.

## Choice of Law

The Law of England and Wales will apply to this contract unless:

- 1) You and the Insurer agree otherwise; or
- 2) At the date of the contract you are a resident of (or, in the case of a business, the registered office or principal place of business is situated in) Scotland, Northern Ireland, Channel Islands or the Isle of Man, in which case (in the absence of agreement to the contrary) the law of that country will apply.

Underwritten by



Aviva Insurance UK Limited Registered in England Number 99122 Registered Office: 8 Surrey Street, Norwich NR1 3NG  
Authorised and regulated by the Financial Services Authority

**Circle Anglia does not insure your furniture, belongings or decorations against theft, fire, vandalism and burst pipes.**

**You need to take out your own household insurance either with this special scheme arranged by Aon, through Aviva or by making your own arrangements.**

This scheme is open to all Circle Anglia tenants and leaseholders.



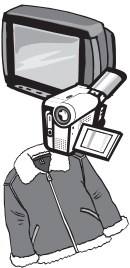
### **Payment of the premium**

You will need to decide how you would like to pay the premium.

The options available are:-

- Monthly by cash, using a swipe card at any Post Office or Payzone outlet.
- Monthly by Direct Debit.
- Annually by Cheque, Postal Order or Debit/Credit Card.

For details on the premiums payable, please refer to the cost of insurance tables on the inside front cover of this pack.



### **Insurance for your home contents**

When you take out this insurance your household goods and contents will be insured whilst in your home. The insurance also covers theft of your keys and the contents in your freezer. There is also cover for personal liability.

Accidental damage is not covered as standard other than what is detailed in the enclosed policy summary. However, a full accidental damage option may be available at an additional cost (see cost of insurance table and policy summary)



### What you are covered for

Please refer to the enclosed policy summary which details the main circumstances that are covered (e.g. fire, theft, water damage). A specimen policy booklet is available on request.



### “New-for-Old” insurance

All your home contents are covered by the policy on a ‘new for old’ basis, with the exception of linen and clothing which will be replaced at their current cost, less an amount for wear and tear. When you are working out the cost of your insurance, you will need to work out how much it will cost to replace the full contents. **If you under value your contents this will mean that if you claim you will not get the full value of your claim.**



### Special low, minimum sums insured

The lowest amount that can be insured is:  
£6,000 if you are over the age of 60.  
£9,000 for all other people



### How to apply

Complete the form enclosed with this booklet. Make sure that you answer all the questions and sign the declaration. If you have any queries about filling in your form, please telephone Wessex Administration Services on telephone number 01962 844454. Once you have completed the form post it to: Wessex Administration Services Limited, Jewry House, Jewry Street, Winchester, Hampshire SO23 8RZ.

Wessex Administration Services Limited are administering the scheme.



### Keeping up the payments

- To make sure that you are always covered you must keep up to date with your payments.
- Wessex Administration can cancel the policy if your premium payments fall into arrears.
- You may not be able to make a claim unless your payments are up to date



### Start date

Insurance starts when Wessex Administration informs you that you have been accepted onto the scheme. Wessex Administration will write to you with details of your insurance payments and the date when you should start paying. You will be notified in writing if for any reason, you have not been accepted into the scheme.

### Special Notes

- If during the period of your insurance cover your home is likely to be unoccupied (e.g. if you are in hospital, extended holiday) for more than 60 consecutive days you will have to advise Wessex Administration.
- Remember, it is your responsibility to ensure that the sum insured is sufficient to cover all your household items and personal effects.

**Circle Anglia urges all tenants and leaseholders to take out household insurance, either through our special scheme or by making your own arrangements.**

**IF YOU WISH TO APPLY COMPLETE  
THE APPLICATION FORM ENCLOSED**



# Circle Anglia Tenants and Leaseholders Contents Policy Summary

This is a summary of the policy and does not contain the full terms and conditions of the cover, which can be found in the policy booklet. It is important that you read the policy booklet carefully when you receive it.

## Who is the Insurer?

The Insurer of this policy is Aviva Insurance UK Limited.

## What is the Tenants and Leaseholders Contents Insurance policy?

The Tenants Contents policy is a multi-section home contents insurance policy. All sections are included except that the Accidental Damage to Contents section is optional. If you have selected this optional cover, it will be clearly marked on your Policy Schedule.

**Contents Section** - see policy booklet for details.

## What are the benefits and features of the Tenants & Leaseholders Contents Insurance policy?

Your policy includes the following significant features and benefits, which are explained in detail in your Policy Booklet:

Cover is provided for an extensive list of perils such as fire, storm, flood, theft, etc. - see policy booklet.

In addition cover is provided for

- accidental damage to television sets, aerials, video recorders, hi-fi's, home computer equipment, decoders and DVD players (up to the amount insured)

- accidental breakage of mirrors, glass tops, ceramic hobs and fixed glass in furniture or cookers (up to 15% of the amount insured)
- contents temporarily removed from the home (up to 15% of amount insured)
- contents in outbuildings, garages, sheds, greenhouses and cellars (up to £2,000)
- replacement keys & locks for outside doors and alarms of your home if your keys are lost or stolen (up to £250)
- spoilage of food in fridge & freezers (up to the amount insured)
- religious festivals & wedding gifts cover (temporary increase of 15% of the amount insured)
- loss of domestic fuel oil and metered water (up to £1,000)
- alternative accommodation following an insured loss (up to 15% of the amount insured)
- contents at university, college or boarding school (up to £2,500)
- contents in the open within the boundaries of the home (up to £500)
- accidental loss or damage to contents during removal by professional removers (up to the amount insured)
- tenants and leaseholders improvements (up to amount insured as shown on your latest schedule)
- personal liability (up to £2,000,000 or £5,000,000 for domestic employees)
- fatal injury benefit (up to £5,000)
- insurance for documents (up to £1,000)

- visitors contents cover (up to £500)
- emergency access (up to £500)
- theft of money by bogus officials (up to £250)
- limit for personal money £250
- limit for credit cards £200 per card
- limit for audio/visual/computer – tapes, records and discs - £1,000 for the total of such items, not per item.
- limit of one third of the amount insured or £5,000, whichever is greater for the total of high risk items (£1,000 per item). Examples of High risk items are Pictures, jewellery, watches, photographic equipment, video cameras and personal computer equipment. Please refer to the policy wording for a full Definition

With the **Accidental Damage Option** all other accidental damage occurring in the home that we regard as insurable is covered (up to 25% of the amount insured for any one claim). See page 17 of the policy booklet for details.

**What are the significant or unusual exclusions or limitations of the policy?**  
- see policy booklet for details.

You must comply with conditions of the policy explained in the **General Conditions Section** of the policy booklet for cover to apply. These include your duty to take reasonable precautions to prevent loss and actions you must take as soon as you are aware of a possible claim under the policy. See also the **General Exclusions**

**Section** of the policy booklet for those exclusions that apply to all Sections.

- Certain losses or damage if any endorsement/clause is shown on your policy schedule
- No cover is provided for motor vehicles, caravans, trailers, boats, canoes, surfboards, sailboards, hovercraft, aircraft, gliders and any accessory which is designed to be used with any of these.
- No cover is provided for items used for business or professional purposes
- loss or damage by any gradually operating cause
- certain losses or damage when your home is unoccupied or unfurnished for more **than 60 days** in a row
- theft caused by you, members of your household, paying guests, tenants or leaseholders
- loss or damage caused by any wilful act by your household
- loss or damage caused by Storm or flood to hedges, fences or gates covered within the tenants and leaseholders improvements section
- the cost of altering or replacing any items, or parts of items which are not lost or damaged and which form part of a set, suite or other article of the same type, colour or design.
- theft of contents temporarily removed from the home. You are, however, insured for loss or damage caused by theft or attempted theft from any

building in which you, or a member of your household, is temporarily residing or employed if this involves somebody using force and violence to break into or out of a building

- theft of money, unless by somebody using force and violence to break into your house
- loss or damage to interior decorations you are not legally responsible for.
- loss or damage to guns and firearms.
- your Personal Liability involving Firearms unless in connection with shotguns or airguns which you can legally own without possessing a firearm certificate.
- loss or damage to Pedal Cycles while temporarily away from the home.
- accidental damage other than to the items specifically noted above in **Significant Features and Benefits** but wider cover is available under **Accidental Damage Option – see policy booklet for full details**
- loss or damage to your contents from any cause not listed in the policy booklet.

The following exclusions apply under the Accidental Damage Option - see policy booklet for details

- accidental damage occurring outside the house
- damage to contact lenses
- damage caused by vermin, insects, moth, mildew, damp, rust or any process of cleaning, repair or alteration
- damage caused by domestic animals

### **How long does my policy run for?**

Unlike other insurance policies, your policy, under the scheme will have an annual renewal date of 1st July irrespective of the date you commenced cover. Your policy will, therefore, continue at the terms shown on your latest SCHEDULE (subject to payment of premiums) unless YOU are notified in writing by the Administrator that the terms of your policy have been changed.

### **What happens if I take out cover and then change my mind?**

You have the right to cancel your policy within 14 days either from the day of purchase of the policy or the day on which you receive your policy documentation, whichever is the later.

### **How do I make a claim?**

For a claim form please contact Wessex Administration Services Limited on telephone number 01962 844454.

### **How do I make a complaint?**

We hope that you will be very happy with the service that we provide. However, if for any reason you are unhappy with it, we would like to hear from you. In the first instance, please write to Aviva, Tenants Contents Unit, 139 West Regent Street, Glasgow, G2 2BQ or telephone us on 0141 309 5000. We are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may be entitled to refer it to this independent

body. Following the complaints procedure does not affect your right to take legal action.

**Would I receive compensation if Aviva are unable to meet its liabilities?**

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim.

Aviva Insurance UK Limited  
Registered in England No. 99122  
Registered Office:  
8 Surrey Street,  
Norwich,  
NR1 3NG.

Authorised and regulated by the Financial Services Authority.