

Initial Disclosure Document

About our Insurance Services

1. The Financial Conduct Authority (FCA)

The Financial Conduct Authority (FCA) is formed as one of the successors to the Financial Conduct Authority (FCA). It regulates financial firms providing services to consumers and maintains the integrity of the UK's financial markets.

2. Whose products do we offer?

We offer products from a range of insurers.

We only offer products from a limited number of insurers.

We offer only products from Zenith Insurance for

theft, loss (optional for mobile phones, iPads and

tablets only), break down and accidental damage

of your gadget.

3. What will you have to pay us for our services?

There are no service fees. Either a monthly or annual premium is required, depending on the level of cover you choose, at the time of purchase or shortly after via Direct Debit. In return for the payment of your premium we will provide insurance for your Gadgets during the period of cover as stated in your insurance certificate.

4. Who regulates us?

This insurance is arranged by Gadget Cover which is a trading name of Supercover Insurance Ltd and underwritten by Zenith Insurance Plc, Authorised Insurers, registered in Gibraltar No 84085. Registered Office: 846-848 Europort, Gibraltar

Supercover Insurance Ltd is authorised and regulated by the

Financial Conduct Authority. This can be checked on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register or by contacting them on 0800 111 6768.

Zenith Insurance Plc is regulated by the Gibraltar Financial

Services Commission and subject to a limited regulation by

the Financial Conduct Authority and the Prudential Regulation

Authority in respect of underwriting insurance business in the

UK (Number 211787).

Zenith Insurance Plc is a member of the Association of British

Insurers

5. What to do if you have a complaint

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should in the first instance contact Supercover's Customer Services Director. The contact details

The Customer Services Director, Waterside House - 20

Riverside Way - Uxbridge UB8 2YF

Tel: 0203 794 9294

Email: complaints@supercoverinsurance.com

Please ensure your policy number is quoted in all

correspondence to assist a quick and efficient response.

In the event you remain dissatisfied, Supercover Insurance

Limited will make every effort to resolve your complaint

immediately. If they cannot resolve your complaint by the

end of the next working day they will acknowledge your

complaint within 5 days of receipt and will do their best to

resolve the problem within four weeks by sending you a final response letter.

If they are unable to resolve your complaint in this time they

will write to advise you of progress and will endeavour to

resolve your complaint within the following four weeks.

If you are still dissatisfied after receiving their final response

letter you may refer your complaint to the Financial Ombudsman Service at the following address:

Financial Ombudsman Service

Exchange Tower Harbour Exchange Square London E14 9SR

Tel: 0300 123 9123

www.financial-ombudsman.org.uk

6. Are we covered by the Financial Services Compensation Scheme (FSCS)?

Ageas Insurance Limited is covered by the Financial

Services Compensation 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 100% of the first £2,000 and 90%

of the remainder of the claim. You can get more information

about compensation scheme arrangements from the FSCS

or visit www.fscs.org.uk

Demands and Needs Statement

This policy meets the demands and needs of those who wish

to insure against the cost of replacing hand-held gadgets

that are stolen, lost, break down or are damaged

accidentally.

Some people may have existing cover as part of a packaged

bank account or limited cover as part of a Home Insurance

Policy. To avoid purchasing dual cover, we recommend that

you check you do not have cover elsewhere

SUPERCOVER INSURANCE LTD - TERMS OF BUSINESS AGREEMENT

Welcome to Supercover Insurance Ltd ("We"). We are an independent intermediary, part of the Markerstudy Group of companies.

We are based in the United Kingdom and our principal place of business is at Waterside House, Rockingham Road, Uxbridge, UB8 2YF.

You can contact us at the above address, by e-mail at claims@supercoverinsurance.com or by telephone on 0871 222 1130.

Gadget Cover, Bicy Insurance and TalkCover are registered trading names of Supercover Insurance Ltd. Authorised and regulated by the Financial Conduct Authority [313806]. Registered in England and Wales [3058631]. Registered Office: 45 Westerham Road, Bessels Green, Sevenoaks, Kent, TN13 2QB.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. Further information about compensation scheme arrangements is available on the FSCS website www.fscs.org.uk or by telephoning 0207 741 4100.

Our Services

We are an insurance administrator who arranges policies through intermediaries. Our services include arranging gadget insurance along with standalone gadget and bicycle insurance via various web channels.

A detailed description of any insurance policy we arrange on your behalf will be contained in a Policy Summary which will be made available to you as part of the process of you obtaining a quotation from us. We can also supply you with a specimen copy of the insurance policy should you request this.

Quotations are based on the information provided by you at the time of the quotation and are valid for 14 days from that date. All premiums quoted include the government's Insurance Premium Tax.

We only provide insurance for customers based in the United Kingdom and all premium transactions are in pounds sterling.

You must pay your premium before we can arrange cover for you, unless otherwise stated. This may be either the full premium due or a deposit amount if we have agreed that the premium may be paid by instalments.

You will be provided with renewal terms in good time prior to the expiry date of the policy, or notified if renewal is not being invited.

Provision of documentation by us

We will endeavor to issue your policy documentation on the day you arrange cover through us however in any case, within 5 working days from the date of purchase. In the event of your purchase being made outside of normal office hours your documentation will be issued on the next working day.

YOUR RESPONSIBILITIES

Misrepresentation

Please take reasonable care to answer all the questions honestly and to the best of your knowledge. If you do not your policy may be cancelled or your claim not fully paid.

You are reminded that we consider it an offence to make any false statements or withhold any relevant information to obtain an insurance policy or when making a claim

Provision of documentation by you

If you are required to provide supporting documentation to support your claim, we strongly recommend you use Recorded Delivery or other trackable postage method to send this information to us. In the event that important information is not provided, we will attempt to advise you by telephone, will write to you by standard mail or e-mail before your policy is terminated.

Understanding your policy terms

It is important that you read your policy carefully. The document, schedule and any Certificate of Insurance are the basis of the cover you have purchased. Please make sure that you understand them and are able to follow their requirements. If you are in any doubt about the terms and conditions of the policy then contact us for clarification.

Breach of any terms, conditions or warranties may result in the termination of your policy with associated charges or may invalidate a claim.

Purchasing your policy online

If you have purchased your policy online it is essential that you ensure that all information you provide is accurate as we depend solely on the information you provide to set up your policy. Any non disclosure or inaccuracy may lead to cancellation of your policy or non payment of a claim. It is also essential to read and fully understand the terms of your policy when the documents are sent in case any important information has been overlooked online. We can then help you resolve any issues you have with the policy within the first fourteen days when the policy can easily be cancelled if necessary. Please contact us if you have any concerns about the information you have provided or the terms and conditions of a policy you have set up online.

To assist with your purchase a summary of policy terms and conditions (the 'Policy Summary') is accessible from our online system.

OUR LEGAL OBLIGATIONS

Data Protection Act

Any information we hold about you, whether on our computer system or on paper files, will be treated as private and confidential. We will use and disclose the information we have in the normal course of administering or arranging cover on your insurance policy and we use a third party to conduct customer surveys on our behalf. We may also, on occasion, use the details we hold about you within the Markerstudy Group of Companies so that we may telephone, email or write to you to tell you of new products and services which we think may interest you. If you do not wish to receive any marketing information please contact us and we will update our records accordingly. Under the Data Protection Act 1998 you have the right to access any personal information we hold about you in our records. If you have any queries with respect to data confidentiality and data protection please contact us. Calls you make to our offices may be recorded.

Insurance Fraud

We will process your claim under the terms and conditions of this insurance based on the first reason notified to us for the claim. If your claim is not covered and you then submit a claim having changed the reason we consider this as fraud. Details of all such cases will be passed to appropriate agencies for action.

COMPLAINTS HANDLING

We are proud of our reputation for fairness in our treatment of our customers. However, occasionally disputes or misunderstandings can arise. Any enquiry or complaint you have regarding your policy should be addressed to The Customer Services Manager, either by post, to: Supercover Insurance Ltd, Waterside House, Riverside Way, Uxbridge, UB8 2YF, by email to complaints@supercoverinsurance.com or by telephoning 0871 222 1130. You should provide details of your policy and in particular, your policy reference number, to help with the speedy handling of your enquiry.

Within one working day you will receive a response to your complaint either via telephone or email. This will be from your complaint handler with a proposed resolution to your complaint and should you agree to this resolution, the complaint will be escalated no further. If however you are unsatisfied with the proposed resolution or do not respond within the required time frame, in line with the FCA complaint handling procedure, your complaint will be escalated to the Underwriter of your policy, on your behalf, and a final response issued within 8 weeks from the date of the complaint.

We will endeavour to deal with all complaints in the instance within which they occur. Where this is not possible for us to respond to you within the required time frame, you will be notified of the automatic escalation of your complaint.

CLAIMS

In the event of a claim please refer to your policy documents.

Please note that if we replace your gadgets the damaged or lost item becomes ours. If it is returned or found you must notify us and send it to us if we ask you to.

UK General Insurance Limited are an agent of Ageas Insurance Limited and in the matters of a claim act on their behalf.

To help us improve our service we may record or monitor telephone calls.

CANCELLATION OF INSURANCE POLICY

Canceling within fourteen days

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

On receipt of your written notice of cancellation you will receive a full refund of all premium paid provided that no claim has been paid by us and you do not intend to make a claim under this insurance.

Canceling after the first fourteen days

Unless otherwise stated, insurance policies are arranged for a period of 12 months and you are required to pay the full amount stated. If you wish to cancel the policy before the expiry date (other than within the first fourteen days as above) and there have been no claims, we will refer to the published cancellation procedures as detailed in your policy documents and you may also incur cancellation charges.

We may cancel the policy by giving you 30 days' notice in writing. In the event of any claim you are responsible for the payment of any outstanding premium.

We recommend that you read the Policy Summary carefully before making a decision to purchase insurance cover. If you have made a claim it is highly unlikely that a n y p r e m i u m w i l l b e r e f u n d e d .

How to cancel

To exercise your right to cancel, please contact us at the address or telephone number shown on the front of this communication. If being sent via post, we strongly recommend you use Recorded Delivery or other trackable postage method to a d v i s e o f c a n c e l l a t i o n a n d t o r e t u r n y o u r d o c u m e n t s (if applicable). We are not responsible for documents that have been lost in transit.

PAYMENT OF PREMIUMS AND REFUNDS

Unless otherwise agreed and formalised by a premium instalment plan, all premiums are due on the day cover is arranged, the date the policy is due for renewal or the date of any mid-term adjustment.

Refunds

Any refunds will be issued to the policy holder. This is dependent on the insurer returning the premium to us and can take up to 4--6 weeks. Most refunds are issued back to the method that original payment was made with; alternatively a cheque will be issued.

Other taxes and costs

Other taxes and/or costs may exist in respect of other products and services offered by us, which are not paid through or imposed by us.

RENEWAL

To make the process of renewal easier we may automatically renew a policy and take payment by the same payment method as the previous year. We will always write to advise you before we automatically renew any policy and give you the opportunity to contact us to cancel the renewal.

If your policy is not eligible for automatic renewal we will write to you prior to your renewal date to remind you that your renewal is due and to advise you how much the new premium will be. You will need to contact us to arrange your renewal.

RISK TRANSFER

Premiums that we collect from you are held in an insurance broking bank account specifically for the purpose of holding client money. By virtue of agreements held with insurers, we collect premiums as agents of the insurer. Once we have collected the premium from you, under the terms of our agreements with insurers, those premiums are treated as having been paid to the insurer.

Money that we collect from you will be held in a segregated account, separate from our own business account, and will be remitted to insurers in accordance with our agreement with them. If we become insolvent, the terms of the trust dictate that insurers will have a prior claim on the money in the account according to their respective interests.

Earning interest on customer premiums

We hold premiums that you pay us in our client money bank account. Under Financial Conduct Authority regulations we have to inform you that we may earn interest from money held in this account. Interest earned will not be held for the benefit of customers.

We may also invest these premiums in a range of permitted designated investments as prescribed by the Financial Conduct Authority. In the event that there is any shortfall in our client money resource attributable to falls in the market value of any of these permitted designated investments we shall make provision for, and bear the cost of, any such shortfall.

Customer money passed to another organisation

In accordance with Financial Conduct Authority Regulations we have to inform you that in managing or arranging your insurance requirements, we may transfer money that you have paid us in payment of an insurance premium to another insurance intermediary. This has no effect on your insurance arrangements with us as your broker or your insurer.

GOVERNING LAW

This agreement shall be governed by the laws of England and Wales and the parties agree that any dispute arising out of it shall be subject to the exclusive jurisdiction of the English Courts.

VARIATIONS

No variation of these terms is held to be valid unless in writing and signed by an authorised officer of the company. The company's staff are not authorised to agree to any variation of these terms. From time to time the company may review the terms and reserve the right to amend them without notice.

STATUTORY RIGHTS

Agreement to our Terms of Business does not affect your statutory rights. These are our stated Terms of Business. We will assume you are in agreement with these terms unless you notify us to the contrary within five days of receipt of the documents.

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