



Full Policy Wording

www.asudirect.com

020 8408 5223

*Accident - **S**ickness - **U**nemployment*

ASUdirect Policy Summary **keyfacts**

This Policy Summary shows key facts that the Financial Services Authority has asked us to bring to your attention. This Summary is not the full terms and conditions. These are detailed in the FULL POLICY WORDING. It is important that you read this Policy Summary, in particular the section relating to what is not covered for the level of cover you have purchased (or may purchase). This summary does not form part of your insurance

What is ASUdirect?

ASUdirect is a monthly premium payment protection insurance. It is designed to protect the monthly repayments on your mortgage, car/personal loan or rent for up to 12 months per claim should you be unable to work due to an accident, sickness or involuntary unemployment. It is not intended to protect day-to-day living expenses or credit card payments. Cover for involuntary unemployment also includes giving up work to become a full time carer. There is a choice of cover available to you. You can choose full accident, sickness and unemployment cover, accident and sickness only or, if you are moving home, unemployment only. You can also choose either a 30 or 90-day initial waiting period. This means that any claim would pay out after 30 or 90 days depending on the level of cover you have chosen.

Am I eligible to apply?

You must be under 64, living in the UK, actively working and have appropriate financial commitments that you wish to protect. We are unable to offer you **ASUdirect** if your work is only temporary. Please note that it is your responsibility to ensure that the cover is suitable for you.

Please see **'To qualify for Cover'** in SECTION 1 of the FULL POLICY WORDING.

The Insurers

ASUdirect is underwritten 100% by Cassidy Davis General Lloyd's Syndicate 5820. The Lloyd's Managing Agent for Lloyd's Syndicate 5820 is Jubilee Managing Agency Limited.

What ASUdirect doesn't cover

Like all policies of this type there are some things that this insurance does not cover. Importantly, these include;

- any medical condition which you knew about, or suffered from, in the 12 months before your cover starts unless you go for 24 months without symptoms and without seeing your doctor about it.
- mental and nervous conditions (unless you are under specialist care).
- backache (unless there is x-ray evidence) or self-inflicted injury.
- any unemployment which occurs or is notified to you during the 120-day period immediately following the start of cover. This period is reduced to 60 days if you are buying a new home or exercising a 'Right to Buy' within 30 days of the start of cover. If you cancelled a similar accident, sickness and unemployment insurance immediately prior to the start of your **ASUdirect** this exclusion will not apply provided that the original insurance had been in force for a minimum of 6 calendar months. You will be asked to provide proof of this if you claim for unemployment benefits within the 120-day period immediately following the commencement date.
- any unemployment which you knew about at the start of cover or which occurs or is notified during a probationary period
- unemployment after some types of fixed-term contract and, in some circumstances, if you are self-employed.

The full policy exclusions are explained in SECTION 6 of the FULL POLICY WORDING.

Time to reconsider after you apply ("cooling-off period")

If, having applied for **ASUdirect** you decide that you do not want the insurance after all, simply advise us at asu.ltd within 30 days of receiving your Personal Insurance Schedule and all cover will be cancelled. Any premium already paid will be refunded to you.

Please ensure that you read the Full Policy Wording before the end of the 'cooling-off' period to check that the cover is suitable for you.

How to renew your policy

If you decide to keep **ASUdirect** then simply by continuing to pay your monthly premiums the Insurers will renew your cover each month automatically without the need to notify you each time.

How long does cover last?

Cover can last until you are 65 years of age, but you should review your personal circumstances periodically to make sure this insurance is still suitable for you and that you remain eligible for cover.

See SECTION 7 of the FULL POLICY WORDING

How to cancel

You can cancel cover at any time by contacting asu.ltd on 020 8408 5223. There is no refund when you cancel after the "cooling-off period" because premiums are paid monthly so you will only have paid for the cover you have already received. Please note that premiums must be maintained during any period of claim.

How to claim

If you need to claim simply ring 01444 450 550 quoting your Schedule reference. The telephone lines are open between 8.30am and 5.30pm Monday to Friday (excluding Bank Holidays).

See SECTION 4 of the FULL POLICY WORDING.

If you have a complaint

If you wish to make a complaint about the general administration of your cover please write to: asu.ltd, 12-50 Kingsgate Road, Kingston upon Thames, KT2 5AA. Tel: 020 8408 5223 Fax: 020 8408 5474.

If you wish to make a complaint about a claim please write to: The Managing Director, Cassidy Davis Insurance Services Ltd, 21 Perrymount Rd, Haywards Heath, RH16 3TP. Tel: 01444 450550 Fax: 01444 458234. Jubilee Managing Agency Limited has internal complaints handling procedures that are available on request. In the event that you remain dissatisfied you can refer the matter to Policyholder & Market Assistance at Lloyd's. The contact details are: Policyholder & Market Assistance, Lloyd's Market Services, One Lime Street, London, EC3M 7HA. Tel: 020 7327 5693 Fax: 020 7327 5225 Email: complaints@lloyds.com. Complaints that cannot be resolved by Policyholder & Market Assistance may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. This complaints procedure is without prejudice to your rights to take legal proceedings.

Compensation

Lloyd's Insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's Insurer is unable to meet its obligations to you under this contract. If you are entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information can be obtained from the Financial Services Compensation Scheme (7th Floor Lloyd's Chambers, Portsocken Street, London, E1 8BN) by phone on 020 7892 7300 and on their website at www.fscs.org.uk

IMPORTANT – This document explains the FULL insurance terms, conditions and exclusions of ASUdirect and together with your Personal Insurance Schedule it will become your official insurance policy. This is a specimen policy wording only. If you buy ASUdirect the official full policy wording will be sent to you.

Section 1 – GENERAL CONDITIONS

Understanding the cover

Certain words and phrases relating to **ASUdirect** will have the same meaning wherever they appear. To make them easier to recognise when they are being used they will now be shown in **bold type**. They are explained in **Section 8 – DEFINITIONS** and will help **you** to understand the cover **ASUdirect** provides.

Please note: If **you** purchase Accident and Sickness Only cover the sections relating to **Unemployment** will not apply. If **you** purchase **Unemployment** only cover the sections relating to Accident and Sickness will not apply.

Benefit limits

The minimum **monthly benefit you** can insure is £200 and the maximum is £1,500. If **you** have a joint mortgage both of **you** can be covered and **you** should split the **monthly benefit** between **you**. Neither of **you** can insure more than 75% of **your** average gross monthly income. **Your** average income will be calculated over the 12-month period immediately prior to the **claim date**.

You should make sure that **your** chosen **monthly benefit** is adequate to cover **your** monthly commitments in respect of any mortgage, car/personal loans or rent **you** may have.

If at the **claim date you** hold other similar insurances covering the same financial commitments the Insurers will deduct from the **monthly benefit** any contributions due to **you** under such similar insurance.

Also, please be aware that if **you** have insured more than **your** minimum mortgage repayment, the extra amount of benefit may affect **your** entitlement to certain State benefits when **you** make a claim.

To qualify for cover

You qualify for **ASUdirect** provided that when it begins (the '**commencement date**')

- **you** are over 18 and under 64 years of age, and
- **you** are permanently resident within the **United Kingdom**, and
- **you** are **working** a minimum of 16 hours a week within the **United Kingdom**, and have been so continuously for the previous 6 months, and
- **you** must have **eligible financial commitments**, and
- **you** are not absent from **work** due to sickness or injury (other than minor illnesses such as a cold or flu), and
- **you** are not aware of any possible **unemployment**, and
- **you** are not aware that **you** will have to give up **work** to become a **carer**.

Continuing eligibility

You must continue to remain eligible for cover throughout the life of the cover. This means that **you** must continue to fulfil all of the conditions in '**To qualify for cover**' above except for the last three bullet points (any of which may make **you** eligible to claim).

When ASUdirect begins

The date **your ASUdirect** begins is called the **commencement date**. This will be the date shown on **your** Personal Insurance Schedule.

If **your** Application is accepted, cover will start on the date **you** specified when **you** made **your** Application.

Section 2 – UNEMPLOYMENT INSURANCE

Unemployment cover varies according to the type of employment contract **you** hold when **you** are made **unemployed**, namely whether **you** hold a **permanent contract**, a **fixed-term contract** or if **you** are **self-employed**.

If you hold a permanent contract

You are covered if **you** lose **your** job solely because of involuntary **unemployment**.

If you held a fixed-term contract

- a) **You** are covered if **your** employer terminates the contract early or does not renew it again provided **your** employer originally intended the contract to be renewable and either
- it is an annual contract that has been renewed at least once: OR
 - **you** have **worked** for that employer for at least two continuous years or were previously employed by them under a **permanent contract** immediately prior to moving to a **fixed term contract**.
- b) if **your** contract and **work** record with **your** employer were any other than as described in 'a' above, **you** are covered only if **your** employer terminates the contract early (not if they do not renew it when it reaches its expiry date)

If you are self-employed

You are covered if **you** cease trading due to insolvency of **your** business and **you** declare this to HM Revenue & Customs.

If you give up work to become a full-time carer

In this policy the benefits available for **unemployment** also apply if **you** give up **work** to become a full-time **carer** but **you** must be in receipt or Carer's Allowance from the Department for Works & Pensions.

Maximum benefit for unemployment

The most the Insurers will pay for any one complete claim is 12 **monthly benefits**, unless any of the events listed in SECTION 7 happens first.

However, if **you** have the type of **fixed-term contract** and **work** record described in (b) above, benefit will not be paid after the date the contract would have expired normally.

It is important that you understand that :

- **you** cannot claim for any **unemployment** which is notified to **you** or which occurs during the **initial exclusion period**. This is the period of 120 days after the **commencement date** unless **you** are buying a new home or exercising a 'Right to

Buy' within 30 days of the **commencement date**, in which case the **initial exclusion period** will be reduced to 60 days. If **you** cancelled a similar Accident, Sickness and Unemployment insurance immediately prior to the **commencement date** of this insurance there will be no such **initial exclusion period** provided that the original insurance had been in force for a minimum of 6 calendar months;

- if **you** need to make a claim for **unemployment** within 120 days of the **commencement date** as detailed above **you** will need to provide proof of **your** old cover or home purchase to the Claims Administrators;
- benefit is not due during any period for which **you** are entitled to a payment from **your** employer instead of completing **your** notice period (payment in lieu of notice).

If you are insured for unemployment only

You can only claim **monthly benefits** whilst **you** remain **unemployed** and eligible for payments under this section of cover. If **you** subsequently become **disabled** **you** will no longer be eligible for benefits under the **unemployment** section, and benefits will cease from the date **disability** commences.

Section 3 – DISABILITY INSURANCE (ACCIDENT & SICKNESS)

There is no **initial exclusion period** for cover under this section.

It is important that you understand:

- the **disability** must begin after **your commencement date**; AND
- **you** cannot claim during any period of **disability** when **you** are receiving payment from any type of employment (other than sick pay from **your** normal occupation)

Maximum benefit for disability

The most the Insurers will pay for any one complete claim is 12 **monthly benefits**, unless any of the events listed in SECTION 7 happens first.

Section 4 – MAKING A CLAIM

Getting started

You should notify the Claims Administrators at the address shown in SECTION 9 within 30 days of the start of any period off **work** for which **you** want to claim. They will explain the claims procedure and send **you** the appropriate forms to complete. They will then handle all matters about **your** claim directly with **you**.

Proof of your claim

Naturally **you** will be required to provide appropriate proof in connection with **your** claim and this varies according to the nature of the claim.

You will also be asked to provide recent bank statements and pay slips to show that **you** are still eligible for cover and that **your** level of cover is justified.

The cost of providing proof of your claim

The cost of providing proof of **your** claim is **your** responsibility. However, if **your** claim is for **disability** and the Insurers require more than just medical certificates from **your doctor**, they will pay the fee for any additional reports or examination they require.

Fraudulent claims

To help prevent fraudulent claims, Insurers may share information with each other. Any information relating to **your** claim or **your** insurance application may be shared. In addition, if a claim is believed to be fraudulent Insurers will send information on to the police.

If you are insured for accident, sickness AND unemployment and your claim changes

You can only claim for either **disability** or **unemployment** at any one time. Should the nature of **your** claim change from **disability** to **unemployment**, or vice versa, this will not be treated as a new claim and will be considered a continuation of the original claim event. A new **initial waiting period** will not be imposed. The maximum of 12 **monthly benefits** will apply to the claim as a whole.

Claims in quick succession

If **you** return to **work** before the maximum benefit has been paid but then find **you** have to claim again, the way the Insurers treat the subsequent period of **disability** or **unemployment** depends on how long **your** return to **work** lasted:

If it was less than three consecutive calendar months it will be considered part of the original claim event. **You** will not have to go through the **initial waiting period** again. Benefit already paid will count towards the maximum of 12 **monthly benefits** for the claim as a whole.

If **you** return to **work** for three consecutive calendar months or more, any future **disability** or **unemployment** will be treated as a completely new claim. Although the **initial waiting period** will re-apply, **you** will again be entitled to the maximum of 12 **monthly benefits**.

Disability claims

All medical certificates must be issued by a **doctor**.

For claims in respect of mental or nervous disorders (including stress reactions) **you** will need to supply suitable evidence from an appropriate specialist.

For claims in respect of back disorders there must be X-ray (or scan) evidence of abnormality.

Monthly confirmation of ongoing **disability** must be provided to the Claims Administrators by way of continuation medical certificates that will be provided by the Claims Administrators.

Unemployment claims

During **your** claim **you** must be able to provide acceptable proof of **your unemployment**, such as evidence that **you**:

- are registered with an appropriate Employment Office in the **United Kingdom** (or any other Office acceptable to the Insurers) and are receiving any State unemployment benefits or National Insurance Credits that **you** are entitled to; OR
- have a current Carer's Award and are in receipt of Carer's Allowance from the Department for Works and Pensions; AND
- are actively looking for new **work** (unless **you** are a **carer**);

In the event that **you** become a **carer** **you** will need to provide evidence that **you** are in receipt of Carer's Allowance for the duration of **your** claim.

If **you** were **self-employed** at the time of **your** claim **you** will also need to provide an Accountant's Certificate to confirm insolvency of **your** business and be able to show that HM Revenue & Customs are aware that **you** have ceased trading.

Section 5 – HOW BENEFITS ARE PAID

Payment of benefit

Benefit becomes payable when **you** have been **disabled, unemployed** or a **carer** for 30 or 90 consecutive days (the **initial waiting period**) after **your claim date**. As soon as the **initial waiting period** is over, **you** will be entitled to one **monthly benefit**.

You will be entitled to 1/30th of **your monthly benefit** for each further continuous day **you** remain **disabled, unemployed** or a **carer**. Benefits can continue for a maximum of 12 **monthly benefits** for any one claim, subject to cover remaining in force.

Please note that premiums must be maintained during any period of claim.

Maximum Benefit for unemployment and disability

The most the Insurers will pay for any one complete claim is 12 **monthly benefits**, unless any of the events listed in SECTION 7 happens first.

Maximum Benefit for acting as a carer

The most the Insurers will pay under this policy is 12 **monthly benefits** for acting as a **carer**, unless any of the events listed in SECTION 7 happens first. If **you** are a **carer**, all benefits will cease from the date **you** cease to hold a valid Award Notice.

When you have been paid the maximum benefit

After being paid the maximum benefit for an **unemployment** claim, **you** need to return to **work** for 6 continuous months before **you** can claim again.

After being paid the maximum benefit for a **disability** claim, **you** need to return to **work** for 6 continuous months before **you** can claim for the same or a related condition – or for one month if the next **disability** is totally unrelated.

After being paid the maximum benefit for acting as a **carer**, **you** need to return to **work** for 6 continuous months before **you** can claim again under the **disability** or **unemployment** sections.

Temporary earnings during an unemployment claim

It is not the intention to penalise **you** if during an **unemployment** claim **you** have the opportunity of temporary employment.

The Claims Administrators can help at this time by simply suspending **your** claim. They will agree these periods of suspension with **you**. Please keep them informed so that **you** can take full advantage of **ASUdirect**.

Section 6 – EXCLUSIONS

Disability insurance – benefit will not be paid for:

- any pre-existing medical condition. A pre-existing medical condition means any condition, injury, sickness, disease or related conditions and/or associated symptoms, whether diagnosed or not, which in the 12 month period immediately prior to **your commencement date** ;
 1. **you** knew about, or should reasonably have known about, OR
 2. **you** had sought, or had arranged to seek, treatment or advice about.

This exclusion does not apply if **you** then remain symptom free and do not seek treatment or advice for a continuous period of 24 months;

- backache unless there is x-ray evidence of abnormality;
- mental and nervous disorders, including stress reactions, unless **you** are receiving care and attention from a psychiatric specialist;
- deliberate self-inflicted bodily injury or alcohol or drug abuse.

Unemployment insurance – benefit will not be paid for:

- **unemployment** which is notified to **you** or occurs during the **initial exclusion period**. See 'It is important that you understand that' in SECTION 2 – UNEMPLOYMENT INSURANCE;
- **unemployment** which, in the reasonable opinion of the Insurers, **you** were aware of at **your commencement date**;
- **unemployment**, if at the **commencement date you** were aware that **you** would have to give up **work** to become a **carer**;
- any period for which **you** have received a payment instead of **working** a notice period (payment in lieu of notice);
- **unemployment** which is normal or seasonal in **your** occupation;
- voluntary **unemployment** (unless **you** have given up **work** to become a **carer**);
- **unemployment** occurring during a probationary period or **unemployment** due to **your** misconduct or non-performance.

General exclusions for all claims – benefit will not be paid for:

- war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, terrorist activity of any kind; OR
- ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.

Section 7 – CHANGES TO YOUR COVER

IMPORTANT: You MUST notify **us** if **you** become no longer eligible to receive benefit under this insurance or if the financial commitments protected by this insurance change. Failure to notify such changes can lead to claim payments being reduced or refused with no refund of premium. See SECTION 1 for details of eligibility.

Automatic cancellation

Your cover and any benefit being paid will stop automatically upon any of these events:

- non-payment of **your** monthly premium when it becomes due;
- **your** 65th birthday;
- the date **you** retire from **work** and have no intention of **working** again;
- the date **you** become in receipt of State Retirement Benefits;
- the date **you** no longer have financial commitments covered by this insurance;
- **your** circumstances change and such change renders **your** cover invalid (See 'IMPORTANT' above).

Cancellation by you

If, having applied for **ASUdirect**, **you** decide that **you** do not want the insurance after all, simply advise **us** at **asu.itd** within 30 days of receiving **your** Personal Insurance Schedule and all cover will be cancelled. Any premium already paid will be refunded.

Please note that **your** Personal Insurance Schedule will be deemed to have been received by **you** within 5 days of posting to the address stated in **your** application. It is therefore important that **you** notify **us** promptly of any change of address.

This is a monthly premium insurance scheme and **you** can choose to cancel cover at any time by cancelling **your** Direct Debit with **your** bank and/or by writing to **us**. Please note that no refund is due to **you** outside of the 30-day cooling-off period.

Cancellation by the Insurers

In the event of the Insurers cancelling **ASUdirect** **you** will be given at least 30 days written notice sent to **your** last known address. No further premium will be due from **you** and **you** will continue to receive any benefits due to **you** for a valid claim if **your claim date** was before **ASUdirect** was cancelled.

Changes of Terms or Premiums

If the Insurers ever amend the terms of cover under **ASUdirect** or the monthly premium cost, they will give **you** at least 30 days written notice, sent to **your** last known address. They will then make no further changes for at least 180 days unless a change to cost is solely due to a change in statutory tax charges.

Please note that notification of changes or cancellation will be deemed to have been received by **you** within 5 days of posting to **your** last known address. It is therefore important that **you** notify **us** promptly of any change of address.

Section 8 – GENERAL DEFINITIONS

“carer” being a full-time carer in receipt of Carer’s Allowance from the Department for Works & Pensions.

“claim date” the date **your** claim starts.

- For **disability** claims it is the date **you** are first issued with a medical certificate by a **doctor**.
- For **unemployment** claims it is the date **you** first register with an appropriate Employment Office in the **United Kingdom** (or any other Office acceptable to the Insurers) as **unemployed**.
- If **your unemployment** claim is due to **you** giving up **work** to become a full-time **carer**, it is the effective date shown on **your** award notice.

“commencement date” the date shown on **your ASUdirect** Schedule of Insurance.

“disability/disabled” being unfit to **work** because of an accident or sickness. This must be certified by a **doctor** and leave **you** totally unable to carry out the duties of **your** normal occupation.

“doctor” a **UK** Registered Medical Practitioner currently practising in the **United Kingdom**, or any other physician acceptable to the Insurers.

“eligible financial commitments” a residential mortgage (not Buy to Let), other loan or rent, mortgage related life insurance/endowment, buildings insurance.

“fixed-term contract” a contract of employment which is for a specific term.

“initial exclusion period” the period starting immediately after

the **commencement date** before **unemployment** cover commences.

“initial waiting period” the 30 or 90 consecutive days (dependent on the level of cover **you** have chosen) immediately following the **claim date** during which **you** are continuously **unemployed** or **disabled**.

“monthly benefit” the monthly amount payable when **you** have a valid claim. The amount will be shown on **your** Personal Insurance Schedule.

“permanent contract” an open ended contract of employment with no specific termination date and which could continue until **you** retire.

“self-employment/self-employed” director and/or shareholder of 25% or more of a limited company which employs **you**, sole trader or partner.

“unemployment/unemployed” being without paid **work** through no fault of **your** own. NOTE: Unemployment benefit is also awarded if **you** have given up **work** to become a **carer**.

“United Kingdom/UK” means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

“we/us/our” asu.ltd, 12-50 Kingsgate Road, Kingston upon Thames, Surrey KT2 5AA telephone: 020 8408 5223 fax: 020 8408 5474.

“work/working” receiving payment for working at least 16 hours per week under a **permanent contract**, a **fixed-term contract** or as **self-employed**. A period of maternity leave will still count as work.

“you/your” the person or persons covered by this insurance, shown as the Insured Person(s) on the Schedule of Insurance.

Section 9 – GENERAL INFORMATION

The Insurers

ASUdirect is underwritten 100% by Cassidy Davis General Lloyd’s Syndicate 5820. The Lloyd’s Managing Agent for Lloyd’s Syndicate 5820 is Jubilee Managing Agency Ltd. They are entered on the Register of Lloyd’s Managing Agents and regulated by the Financial Services Authority. Registered office: Sidcup House, 12-18 Station Rd, Sidcup, DA15 7EX. Registered in England number 4434499.

FSA Registration

Lloyd’s Syndicate 5820 is authorised by the Financial Services Authority and is entered on their register under number 226696. **asu.ltd** is authorised by the Financial Services Authority under reference number 307226. The Claims Administrators, Cassidy Davis Insurance Services Ltd are regulated by the Financial Services Authority under reference number 311493.

Certification

If **you** purchase **ASUdirect** and **we** send **you** written confirmation that **your** cover is in place, this policy wording and the Personal Insurance Schedule **we** send to **you** will certify that insurance has been effected between **you** and the Insurers. In return for payment of the monthly premium the Insurers will agree to insure **you** in accordance with the terms and conditions stated in this document.

Premiums

Monthly Premium payments can only be collected by Direct Debit. The first premium will be collected on or shortly after the **commencement date** of **your** cover. **We** will write to let **you** know when the first premium will be collected. Subsequent premiums will be collected on the same day each month. Please note that the premiums are inclusive of Insurance Premium Tax (IPT).

Our Claims Administrators

We have appointed Cassidy Davis Insurance Services Limited as **our** Claims Administrators for **ASUdirect**. **You** can contact them by writing to Cassidy Davis Insurance Services Limited, 21 Perrymount Road, Haywards Heath, West Sussex RH16 3TP or by telephoning 01444 450550. Alternatively **you** may wish to fax them on 01444 458234.

Customer Service

Both **asu.ltd** and the Claims Administrators are dedicated to providing **you** with a high quality service and want to ensure that they maintain this at all times. Every effort will always be made to resolve any problem that **you** may have.

How to Complain

If **you** wish to make a complaint about the general administration of **your** cover please write to: asu.ltd, 12-50 Kingsgate Road, Kingston upon Thames, KT2 5AA. Tel: 020 8408 5223 Fax: 020 8408 5474.

If **you** wish to make a complaint about a claim please write to: Cassidy Davis Insurance Services Ltd, 21 Perrymount Rd, Haywards Heath, RH16 3TP. Tel: 01444 450550 Fax: 01444 458234. Jubilee Managing Agency has internal complaints handling procedures that are available on request. In the event that **you** remain dissatisfied **you** can refer the matter to Policyholder & Market Assistance at Lloyd's. The contact details are: Policyholder & Market Assistance, Lloyd's Market Services, One Lime Street, London, EC3M 7HA. Tel: 020 7327 5693 Fax: 020 7327 5225 Email: complaints@lloyds.com. Complaints that cannot be resolved by Policyholder & Market Assistance may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. This complaints procedure is without prejudice to **your** right to take legal proceedings.

Financial Services Compensation Scheme

Lloyd's Insurers are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the Scheme if a Lloyd's Insurer is unable to meet its obligations to **you** under this contract. If **you** are entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information can be obtained from the Financial Services Compensation Scheme (7th Floor Lloyd's Chambers, Portsoken Street, London, E1 8BN) by phone on 020 7892 7300 and on their website at www.fscs.org.uk.

Data Protection Act

The Insurers and **asu.ltd** will collect certain information about **you** in the course of considering, processing and managing **your** insurance cover, administering claims and fraud prevention. They may pass **your** information to a qualified medical practitioner, other insurers, reinsurers and loss adjusters for these purposes. This may involve the transfer of **your** information to countries that do not have data protection

laws. **You** may have a right of access to, and correction of, information that is held about **you**. Please contact the Insurers' Compliance Officer to exercise either of these rights. Some of the information may be classed as 'sensitive' – this is information about physical and mental health and employment records. Data Protection laws impose specific conditions in relation to sensitive information including, in some circumstances, the need to obtain **your** explicit consent before the Insurers process the information. When **you** apply for **ASUdirect** **you** are giving consent to the processing and transfer of information described in this notice. Without this consent the Insurers would not be able to offer **you** this insurance.

Language

All insurance documents and all communication with **you** about **ASUdirect** will be in plain English. No language other than English will be used.

Choice of Law

Whilst the parties to this insurance are free to choose the law applicable to it the Insurers propose English law and in the absence of any other agreement, English law will be used.

Safeguarding your premium and claim payments

All premium payment from **you** and due to the Insurers for this policy will be held by **us** on behalf of the Insurers. **We** will also hold any premium refund that is due to **you** from the Insurers. Any claim benefits that are due to **you** from the Insurers will be held by the Claims Administrators on behalf of the Insurers.

In these capacities, **we** and the Claims Administrators are acting as authorised agents of the Insurers. This means that once a premium is paid to **us** it is deemed to have been received by the Insurers and that all claims benefits and premium refunds from the Insurers are not deemed to have been paid until **you** have actually received them.



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/Building Society.

If the amounts to be paid or the payment date changes, you will be told of this at least 10 days in advance.

If an error is made by **asu.ltd** or your Bank/Building Society, you are guaranteed a full and immediate refund of the amount paid from your branch.

You can cancel the Direct Debit at any time, by writing to your Bank/Building Society.

