

Essential Information

Financial Sanctions

Please note that Royal & Sun Alliance Insurance plc is unable to provide insurance in circumstances where to do so would be in breach of any financial sanctions imposed by the United Nations or any government, governmental or judicial body or regulatory agency. Full details will be provided in your policy documentation.

The Law and Language that applies to your policy

Both you and we may choose the law which applies to this contract. However, unless you and we agree otherwise in writing any dispute concerning the interpretation of the Policy shall be governed and construed in accordance with English law and shall be resolved within the exclusive jurisdiction of the courts of England and Wales.

Are you protected if we go out of business?

Royal & Sun Alliance Insurance plc is a member of the Financial Services Compensation Scheme (FSCS). This provides compensation if any member goes out of business or into liquidation and is unable to meet any valid claims against its policies. You may be able to claim compensation if we can't meet our obligations but this will depend on the claim. If you want more information on the compensation scheme you can contact FSCS.

Cancelling your policy

You may cancel cover at any time after the initial minimum cover period of 28 days by selecting the "Cancel" option in the "My account" section of the insurastore.com website and following the on screen instructions. In either case provided you have not made a claim you will be entitled to a refund of premium for the remainder of the Period of Insurance shown in the Confirmation of Insurance.

We may cancel cover at any time by giving 30 days notice to that effect in writing by pre-paid letter post to your last known address.

How to extend or renew your policy

If your policy is about to expire you can select "to amend a policy" option in the "My account" section of the insurastore.com website. From there you will be able to change the expiration date from 1 day up to 52 weeks from the time of amendment.

If you miss your renewal date then your policy would have lapsed and therefore you will need to take out a new policy by logging onto your account and then taking out a new policy.

How to make a claim

Should you wish to make a claim under your insurance, you must take all measures under your control to minimise any loss.

Select the "Make a Claim" option on the insurastore.com website and follow the on screen instructions. Full details of any losses and/or damages incurred must be notified to insurastore.com within 7 days of you first being aware of any loss or damage.

Making a complaint

If you believe that we have not delivered the service you expected, we want to hear from you so that we can try to put things right. If you have cause for complaint you should initially contact the person who arranged the policy for you or the manager of Royal & Sun Alliance Insurance plc at the address shown on your quotation or schedule, as appropriate. In the unlikely event that they are unable to resolve your concerns, your complaint will be referred to our Customer Relations Team who will arrange for an investigation on behalf of our Chief Executive. If they can't resolve the matter to your satisfaction, they will provide you with our final response so that you can, if you wish, refer the matter to the Financial Ombudsman Service. This does not affect your right to take legal action.

RSA

Customer Relations Team
PO Box 255, Wymondham, NR18 8DP
crt.halifax@uk.rsagroup.com

Financial Ombudsman Service

Exchange Tower, London E14 9SR

If you wish to register a complaint, please contact us:

in writing to 28 Alexandra Terrace, Exmouth, Devon, EX8 1BD
by email to info@insurastore.com

About us

insurastore.com is authorised and regulated by the Financial Conduct Authority (Firm Registration No. 467495)

insurastore.com is underwritten by Royal & Sun Alliance Insurance plc, which is authorised by the Prudential Regulation Authority as an insurance company and is regulated by the Financial Conduct Authority and the Prudential Regulation Authority. It is authorised to sell and administer insurance contracts under Registration No. 202323. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register or by contacting them on 0800 111 6768 (free from landlines) or 0300 500 8082 (mobiles).