

## Warranty Extension Policy Summary

- April 2017 -

This is a warranty extension insurance policy which will protect your mobile electronic devices as listed in the insurance certificate. We will cover the repair or replacement costs, if an insured event occurs subject to the terms and conditions of your policy. Your devices are eligible for cover under this policy if they are not more than 12 months old at the date of taking out this policy as evidenced by a relevant proof of purchase. In case of a valid claim, we will have your electronic devices repaired or you will be entitled to a compensation in form of an equivalent product or a cash settlement.

**This document summarizes the important facts of your insurance policy. This summary however does not contain the full terms and conditions of your insurance policy. For full details of the cover provided, please read the policy wording.**

### simplesurance warranty extension for mobile electronics

#### 1. What is covered?

We offer you worldwide insurance coverage for your mobile electronic devices, in accordance with Section 2 of the general terms and conditions of your insurance policy.

#### 2. What is your device covered for?

The insured device described in the insurance certificate, is covered for damages caused by:

- manufacturing or material defects
- faulty construction or wiring
- design and assembly errors

#### Notable benefits under this insurance policy:

Where the damage is covered by the policy, we will provide for your device to be repaired free of any charge.

- Unless instructed otherwise, we will use our network of repair shops to repair your device.

If your device cannot be repaired, you will receive either an equivalent product or a cash settlement.

Further details can be found under Section 5 of the general terms and conditions of this policy.

#### The following devices are insurable under this policy:

- Smartphones and other mobile phones
- Other mobile electronics such as: laptops, notebooks, tablets, e-book readers, smartwatches, photo equipment, video cameras, projectors, car audio, navigation systems, digital photo frames, portable TVs and video players, portable music players, headphones and portable speakers, shavers, personal digital assistants, mobile digital assistants.

#### 3. When is the premium due, what happens if you do not pay and how is the premium calculated?

The insurance premium must be paid at the time of purchase or by the due date if so indicated in your insurance certificate.

If you do not pay the insurance premium on time your device may not be covered and we may also terminate the insurance policy.

The premium is calculated based on the purchase price of your device, excluding any promotional discounts or offers provided by the manufacturer or merchant.

#### 4. What are notable or significant exclusions under the policy?

Not every conceivable event is insured, therefore we cannot cover pre-existing damages or damages caused by:

- accidental damage
- theft, loss and vandalism
- wear and tear

This list is not exhaustive. Further exclusions are listed under Section 3 of the general terms and conditions of your policy.

#### 5. Which duties do you have during the duration of your policy?

During the coverage period, you must take good care of your device making sure it is maintained and in an operational state and take all reasonable precautions to prevent or, at least, minimise the risk of damage.

You can find further information in Section 7 of the general terms and conditions of your policy document. Please pay close attention to your duties stated there as neglecting these may have negative consequences on your insurance coverage or your compensation for a claim.

#### 6. Is there any excess to be paid in case an insured event occurs?

No excess payment is required under this policy.

#### 7. What kind of compensation will you receive in case of a valid claim?

We will cover the repair costs of your damaged device. If your device cannot be repaired, or the cost of the repair exceeds the market value or purchase price, you will be entitled to an equivalent replacement device. We cannot guarantee that the replacement device will be the same colour as the original item. Disposal services of defective devices are excluded.

Only in case the device cannot be repaired or in the unlikely event that a replacement device cannot be provided we will compensate you in form of a cash settlement.

Further details are found in Section 5.2 of the general terms and conditions of your policy.

#### 8. When does the insurance cover start and end?

Your device will be covered under this insurance policy as of the date stated in the insurance certificate sent to you by e-mail when you purchased your insurance.

The earliest date of cover will be the day after 12 months from the day you have purchased the insured device.

The last day of cover will be the date indicated in the insurance certificate and this policy will be cancelled automatically.

If the cost of the repair exceeds the market value, your policy will terminate automatically.

This policy will also terminate if you permanently leave the United Kingdom.

Further details can be found in Section 7.3 of the general terms and conditions of your insurance policy.

#### 9. How can you terminate your insurance contract and is there a cooling-off period?

If you are a consumer you may cancel this policy within 14 days (cooling-off period) of receiving your policy documentation by contacting us via e-mail or post at the contact details shown below under Section 11 b.

**Provided no claim has been made during the cooling-off period, we will refund any premium you have paid.**

In addition, the policy may be terminated by either party after an insured event takes place. In this case termination is only possible until the end of the month after the claim is settled.

#### 10. Who are your partners?

a) Your insurer:  
Great Lakes Insurance SE UK Branch Plantation Place, 30 Fenchurch Street, EC3M 3AJ London

Great Lakes SE is a German insurance company with its headquarters at Königinstr. 107, 80802 Munich, Germany. Registered with the commercial register of the local court of Munich under number: HRB 230378

Great Lakes Insurance SE UK Branch is authorized by the Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority.

Details about the extent of our regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from us on request.

Great Lakes is a wholly owned subsidiary of the Munich Re Group rated AA (very strong) by S&P and A+ (superior) by A.M.Best.

b) Insurance Intermediary:  
simplesurance GmbH, Am Karlsbad 16, 10785 Berlin, Germany  
Telephone: 0800 / 3581084  
E-Mail: [support@simplesurance.co.uk](mailto:support@simplesurance.co.uk)  
Financial Services Registry number: 742812  
Insurance Intermediary registry number (Germany): D-KE16-N09NS-41

simplesurance GmbH is registered as intermediary with the German Chamber of Commerce and Industry (DIHK). For further information about simplesurance GmbH's registration you can contact the DIHK at:  
Fasanenstraße 85 | 10623 Berlin,  
Phone: +49 (0)30 20308-0,  
E-Mail: [info@dihk.de](mailto:info@dihk.de),  
Homepage: <http://www.dihk.de/>

#### 11. Will you receive compensation if your insurer was unable to meet its liabilities?

The Financial Services Compensation Scheme covers this policy. You may be entitled to compensation from this scheme if Great Lakes cannot meet its liabilities under this policy.

Further information about compensation scheme arrangements is available at [www.fscs.org.uk](http://www.fscs.org.uk) or by telephoning 0207 741 4100.

### 12. Applicable law

Unless agreed otherwise in writing, this policy is governed by the laws of England and Wales.

### 13. Data Protection

We may collect, process and/or record information about you. We are committed to protecting your privacy and will only use the information you provide to arrange and manage your insurance policy. We may also use it for statistical analyses to improve our services. If you agree, we may send you marketing information or offers we think you might be interested in.

We may also need to share your information with other companies such as insurers, reinsurers, credit or checking agencies, organizations such as the Financial Conduct Authority and other selected third parties. If you would like to read the full details of how we use your personal information, please visit [www.simpleinsurance.co.uk/privacy](http://www.simpleinsurance.co.uk/privacy) where you can find a link to our Privacy Policy.

## Making a complaint

If there is any occasion when our service does not meet your expectations, please contact our Customer Care team using the contact details above. Please ensure your policy number is quoted in all correspondence to assist a quick and efficient response.

If you are in any way dissatisfied with the resolution then you can contact the Financial Ombudsman Service by post, telephone or e-mail at:

The Financial Ombudsman Service, Exchange Tower,  
London, E14 9SR.  
Tel: 0300 123 9 123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.

Following this complaint procedure does not affect your right to take legal action.

## Making a claim

### 1. Claim notification

If you need to make a claim you need to advise us of this as soon as possible.

The easiest way for you to make a claim is go to our website at: [www.simpleinsurance.co.uk/claims](http://www.simpleinsurance.co.uk/claims) and follow the instructions there.

In case of any questions or problems at the moment of submitting a claim, please contact our Customer Care team at the telephone number shown under "Insurance Intermediary".

To proceed with your claim, the damaged device must be sent to us, along with the claims form your insurance certificate proof of purchase (device invoice) and any other supporting documentation (e.g. police report). This will be detailed on our webpage. You can also find further information in Section 6 of the terms and conditions of your insurance policy.