Insurance Backed Guarantee Policy

Insurance Product Information Document

Company: Financial &Legal Insurance Company Ltd

Product: Insurance Backed Guarantee Policy

The Insurance provided in this policy is underwritten by Financial & Legal Insurance Company Limited. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority. Financial & Legal Insurance Company Limited are registered in England and Wales under the Company number 03034220.

This document provides a summary of key information and benefits relating to your Insurance Policy. Full details of cover levels,includingthe suminsured and any additional benefits, are available in the policy documentation.

What is this type of insurance?

This insurance provides cover for the cost of rectifying a loss caused by the failure of a product or defective workmanship by an installation engineer, where certain conditions are met, including the exhaustion of all other remedies and the responsible party having ceased trading.

What is insured?

✓ The cost of rectifying a loss caused by:
- Failure of an insured product.
- Defective workmanship by the installation engineer.

Cover applies only where the policy conditions have been met, including exhaustion of alternative remedies and the responsible party having ceased trading.

✓ Cover is limited to:
- Up to £10,000 for 2, 5 & 6 Year Measures.
- Up to £25,000 for 10 & 25 Year Measures.
- The actual cost of rectification, if lower than the applicable limit.

What is not insured?

✗ Losses caused by intentional acts, wilful neglect, or reckless use of equipment.

✗ Damage caused by electrical surges.

✗ Consequential loss, including financial loss, loss of use or loss of performance.

✗ Any amount recoverable under a manufacturer's guarantee, warranty or maintenance agreement.

✗ Losses covered by another insurance policy.

✗ Losses where servicing or maintenance has not been carried out in line with manufacturer or recommended requirements.

Are there any restrictions on cover?

! The fault must occur during the period of insurance.

! You must notify a fault within 30 days of becoming aware of it.

! All other remedies, warranties and insurance must be exhausted before cover applies.

! The installation engineer, manufacturer or other responsible party must have ceased trading.

! Claims are limited to the maximum amount shown in your policy schedule.

Where am I covered?

✓At the approved property shown for the insured installation.

What are my obligations?

- Notify faults within 30 days.
- Provide evidence to support your claim.
- Give accurate and complete information.

When and how do I pay?

- Payment arrangements will be confirmed by the party arranging this insurance on your behalf.

When does the cover start and end?

- Cover starts on the commencement date shown on your Certificate of Insurance.
- Cover ends on the expiry date shown on your Certificate of Insurance.
- Cover may end earlier if the policy is cancelled, a claim is settled, or the policy terms and conditions are not met.

How do I cancel the contract?

You may cancel this insurance at any time.

- You can cancel your policy by emailing IBG@bluedropservices.co.uk.
- A 14-day cooling-off period applies.
- If no claim has been made, a refund of premium may be available if you cancel within the cooling-off period.
- No refund is available if you cancel after the 14-day cooling-off period.