

JUST FOR YOU

HOME CONTENTS INSURANCE



Household Contents Insurance

Application Form

Either complete and sign the application form and post it to RSA, URIS Group, Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL. Or telephone 0345 6718172 and apply over the phone instead.



COLCHESTER BOROUGH HOMES REMINDS ALL CUSTOMERS TO TAKE OUT HOUSEHOLD CONTENTS INSURANCE

You can do this either through this scheme arranged by the Colchester Borough Homes or by making your own private arrangements. Many customers believe that the Colchester Borough Homes automatically insure their furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes.

THIS IS NOT THE CASE.

Unfortunately some customers only realise this after the damage has been done. We make it easy for you to insure your belongings under a special household contents insurance scheme. The insurance is arranged with Royal & Sun Alliance Insurance plc and is available only to Colchester Borough Homes customers.

Easy payment

The cost of insurance is payable weekly, fortnightly or monthly by payment card, monthly by direct debit or annually by cheque, debit or credit card.

What is covered?

Most of your household goods and contents including pedal cycles and computer equipment are insured when in your home. They are covered against loss or damage caused by specific events such as theft, fire and flood, but accidental loss in the home is not covered. Also insured are lost or stolen keys, freezer contents and your own legal liability to the public and cost of alternative accommodation.

Also covered are improvements you have made to your home such as fitted kitchens, bathrooms, wardrobes, laminate flooring, patio doors etc (but not conservatories).

Some Accidental Damage and Accidental Breakage cover is provided automatically by this policy as shown in the accompanying Insurance Product Information Document. However, you can choose to add the full Accidental Damage option to your policy for payment of an additional premium. Full Accidental Damage cover would also include damage caused by pets. You also have the options to add cover for Personal Belongings, Hearing Aids, Wheelchairs, and Pedal Cycles - See the Cost of insurance tables for further information.

Special, low, minimum sums insured

The lowest amount that can be insured is:

- £4,000 for tenants aged 60 or over
- £9,000 for all other tenants

This document is available in large print and Braille if required.

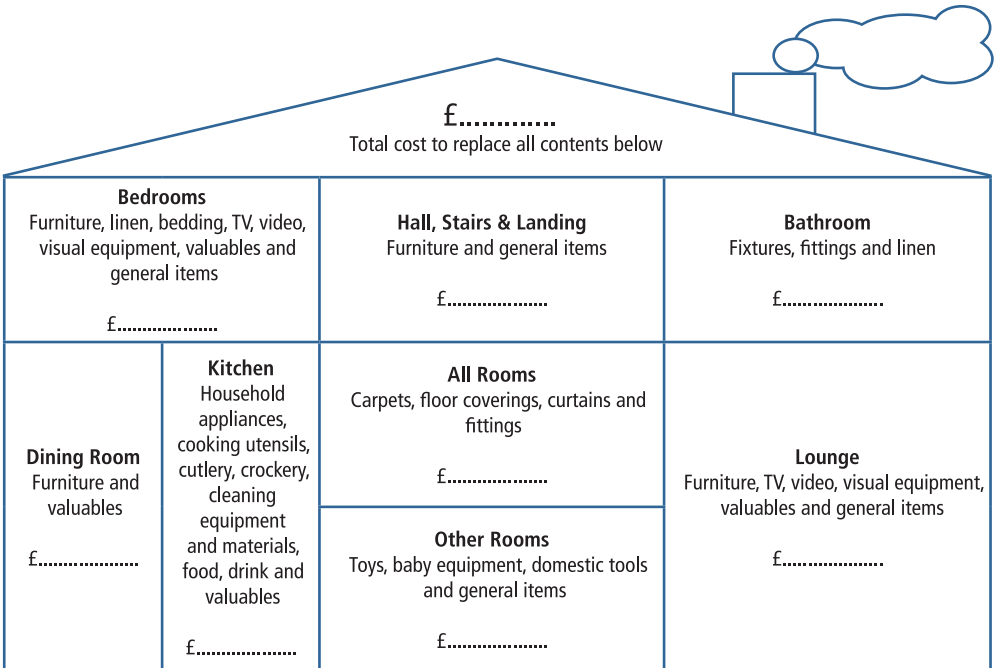
5 EASY STEPS TO PROTECT WHAT YOU OWN

- 1 Read the Insurance Product Information Document and the Essential Information Document
- 2 Add up how much money it would cost to replace your contents as new using the diagram below
- 3 Decide what cover you need after reading the cover options on pages 3 & 4
- 4 Check the cost for your choice of cover, with the total contents sum insured you need using the rating tables within this pack
- 5 Either complete and sign the application form and post it to RSA, URIS Group, Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL. Or telephone 0345 671 8172 and apply over the phone instead.

For general enquiries please call 03456 718 172. Calls may be recorded or monitored.

STEP 2

Add up how much money it would cost to replace your contents as new. You should add up the value of all items at their current replacement cost, less an allowance for wear and tear for clothing and household linen. It is important not to undervalue your contents otherwise the insurer will not pay the full value of your claim



WHAT THE POLICY COVERS . . .

STEP 3

Decide what cover suits you

Standard Cover

Your household contents and personal belongings - furniture, TV, clothing, carpets and electrical goods - are insured against loss or damage while they are in your home. The insurance covers specified circumstances including theft, vandalism, fire, flood and escaping water (e.g. from a washing machine or bath).

Tenants liability - Up to 20% of the sum insured for damage to buildings and internal decorations.

Accidental breakage of mirrors, ceramic hobs in cookers or glass which forms part of the furniture in the home.

Accidental damage to televisions, video players and recorders, hi-fi systems, satellite decoders, DVD players and fixed computer equipment in the home, and fixed aerials, masts and satellite dishes attached to the home.

Fridge / Freezer contents - Contents Sum Insured.

Locks and keys - Contents Sum Insured.

£5,000 Accidental Death benefit as a result of an accident in the home, while travelling as a fare paying passenger by train, bus or taxi or an assault in the street.

Contents while in the open on the land belonging to your home are insured against loss or damage in specified circumstances including theft, fire and flood - Up to £500.

Student possessions which belong to or are the legal responsibility of students while temporarily removed from your home to student lodgings are insured against loss of or damage in specified circumstances including theft, fire and flood - Up to £2,500.

Theft of money by bogus officials - Up to £300.

Valuables are items which are particularly prone to theft, such as jewellery, watches, clocks, furs, articles of precious metal, pictures, works of art, binoculars, cameras and equipment and stamp, coin and medal collections. Valuables are covered in total up to 1/3 of the contents sum insured or up to £5,000 whichever is greater and a single item limit of £1,500 applies.

No excess applies to this cover.

Standard Cover including Accidental Damage extension

Accidental damage All the cover provided by Just for you standard cover, plus cover for accidental damage to the contents of your home - Excludes damage to clothing, contact lenses, food, drink and plants. No excess applies to this cover.

Optional Extras

Personal Belongings Cover available for personal belongings, including sports equipment whilst in the British Isles and temporarily elsewhere in Europe up to a maximum of 14 days. Please note: Personal Belongings cover is subject to a single article limit of £1,000.

Hearing Aids and Wheelchairs Cover available for hearing aids and wheelchairs whilst in the British Isles and temporarily elsewhere in Europe up to a maximum of 14 days.

Pedal Cycles Up to £3,000 cover available for loss or damage to your Pedal Cycles against specified causes such as fire, theft, storm and flood. Please note: Pedal Cycles cover is subject to a single article limit of £1,000.

Policy Exclusions

Please note this Policy is not a maintenance contract, it does not cover all losses.

The Policy does not cover:

- Loss or damage by scorching without a fire actually starting.
- Loss or damage by wear and tear, maintenance, electrical, mechanical or electronic breakdown, leaks and anything which happens gradually, radioactive contamination, war risks, sonic bangs, pollution or contamination, rot, date change and computer viruses and terrorism.
- Any items used for business or professional purposes.
- Losses by certain causes when the home has been unoccupied for more than 60 days in a row.

This is only a brief summary of what the Policy does and does not cover. Full details of the conditions and exclusions are given in the Policy; a specimen Policy document is available on request.

WHAT WILL IT COST?

STEP 4

Based on the sum insured calculator in Step 2, check below to see how much this will cost.

Your price depends on, the cover chosen, how often you would like to pay and your Sum Insured (calculated on page 2). The following prices are available for postcodes CO & CM.

Standard Cover

SUM INSURED	WEEKLY	FORTNIGHTLY	MONTHLY	ANNUALLY
*£4,000	£0.37	£0.77	£1.69	£20.58
*£5,000	£0.47	£0.97	£2.12	£25.73
*£6,000	£0.57	£1.16	£2.55	£30.88
*£7,000	£0.67	£1.36	£2.98	£36.03
*£8,000	£0.77	£1.56	£3.41	£41.19
£9,000	£0.87	£1.76	£3.83	£46.34
£10,000	£0.97	£1.96	£4.26	£51.49
£11,000	£1.07	£2.15	£4.69	£56.64
£12,000	£1.16	£2.35	£5.12	£61.79
£13,000	£1.26	£2.55	£5.55	£66.94
£14,000	£1.36	£2.75	£5.98	£72.09
£15,000	£1.46	£2.95	£6.41	£77.24
£16,000	£1.56	£3.15	£6.84	£82.40
£17,000	£1.66	£3.34	£7.26	£87.55
£18,000	£1.76	£3.54	£7.69	£92.70
£19,000	£1.86	£3.74	£8.12	£97.85
£20,000	£1.96	£3.94	£8.55	£103.00
£21,000	£2.06	£4.14	£8.98	£108.15
£22,000	£2.15	£4.33	£9.41	£113.30
£23,000	£2.25	£4.53	£9.84	£118.45
£24,000	£2.35	£4.73	£10.26	£123.61
£25,000	£2.45	£4.93	£10.69	£128.76
£26,000	£2.55	£5.13	£11.12	£133.91
£27,000	£2.65	£5.32	£11.55	£139.06
£28,000	£2.75	£5.52	£11.98	£144.21
£29,000	£2.85	£5.72	£12.41	£149.36
£30,000	£2.95	£5.92	£12.84	£154.51
£31,000	£3.05	£6.12	£13.27	£159.66
£32,000	£3.15	£6.31	£13.69	£164.82
£33,000	£3.24	£6.51	£14.12	£169.97
£34,000	£3.34	£6.71	£14.55	£175.12
£35,000	£3.44	£6.91	£14.98	£180.27
£36,000	£3.54	£7.11	£15.41	£185.42
£37,000	£3.64	£7.30	£15.84	£190.57
£38,000	£3.74	£7.50	£16.27	£195.72
£39,000	£3.84	£7.70	£16.70	£200.87
£40,000	£3.94	£7.90	£17.12	£206.02

* Available to Tenants aged 60 or over

Nil Excess. All premiums are inclusive of Insurance Premium Tax at the current rate.

Your Sum Insured is calculated using the house diagram on page 2.

WHAT WILL IT COST?

STEP 4

Based on the sum insured calculator in Step 2, check below to see how much this will cost.

Your price depends on, the cover chosen, how often you would like to pay and your Sum Insured (calculated on page 2). The following prices are available for postcodes CO & CM.

Standard Cover including Accidental Damage extension

SUM INSURED	WEEKLY	FORTNIGHTLY	MONTHLY	ANNUALLY
*£4,000	£0.48	£0.97	£2.12	£25.75
*£5,000	£0.60	£1.22	£2.66	£32.19
*£6,000	£0.72	£1.47	£3.20	£38.64
*£7,000	£0.85	£1.72	£3.74	£45.08
*£8,000	£0.97	£1.97	£4.27	£51.52
£9,000	£1.10	£2.22	£4.81	£57.96
£10,000	£1.22	£2.47	£5.35	£64.41
£11,000	£1.35	£2.72	£5.88	£70.85
£12,000	£1.47	£2.97	£6.42	£77.29
£13,000	£1.60	£3.22	£6.96	£83.74
£14,000	£1.72	£3.47	£7.49	£90.18
£15,000	£1.85	£3.72	£8.03	£96.62
£16,000	£1.97	£3.97	£8.57	£103.07
£17,000	£2.10	£4.21	£9.11	£109.51
£18,000	£2.22	£4.46	£9.64	£115.95
£19,000	£2.34	£4.71	£10.18	£122.40
£20,000	£2.47	£4.96	£10.72	£128.84
£21,000	£2.59	£5.21	£11.25	£135.28
£22,000	£2.72	£5.46	£11.79	£141.72
£23,000	£2.84	£5.71	£12.33	£148.17
£24,000	£2.97	£5.96	£12.86	£154.61
£25,000	£3.09	£6.21	£13.40	£161.05
£26,000	£3.22	£6.46	£13.94	£167.50
£27,000	£3.34	£6.71	£14.48	£173.94
£28,000	£3.47	£6.96	£15.01	£180.38
£29,000	£3.59	£7.21	£15.55	£186.83
£30,000	£3.72	£7.46	£16.09	£193.27
£31,000	£3.84	£7.70	£16.62	£199.71
£32,000	£3.97	£7.95	£17.16	£206.16
£33,000	£4.09	£8.20	£17.70	£212.60
£34,000	£4.21	£8.45	£18.24	£219.04
£35,000	£4.34	£8.70	£18.77	£225.48
£36,000	£4.46	£8.95	£19.31	£231.93
£37,000	£4.59	£9.20	£19.85	£238.37
£38,000	£4.71	£9.45	£20.38	£244.81
£39,000	£4.84	£9.70	£20.92	£251.26
£40,000	£4.96	£9.95	£21.46	£257.70

* Available to Tenants aged 60 or over

Nil Excess. All premiums are inclusive of Insurance Premium Tax at the current rate.

Your Sum Insured is calculated using the house diagram on page 2.

WHAT WILL IT COST?

Optional Extras

Personal Belongings

SUM INSURED	WEEKLY	FORTNIGHTLY	MONTHLY	ANNUALLY
£1,000	£0.84	£1.69	£3.65	£43.79
£2,000	£1.10	£2.20	£4.76	£57.11
£3,000	£1.35	£2.71	£5.85	£70.15

Wheelchairs

SUM INSURED	WEEKLY	FORTNIGHTLY	MONTHLY	ANNUALLY
£1,000	£1.19	£2.37	£5.13	£61.51
£2,000	£2.37	£4.75	£10.25	£123.01
£3,000	£3.56	£7.12	£15.38	£184.52

Hearing Aids

SUM INSURED	WEEKLY	FORTNIGHTLY	MONTHLY	ANNUALLY
£1,000	£1.19	£2.37	£5.13	£61.51
£2,000	£2.37	£4.75	£10.25	£123.01
£3,000	£3.56	£7.12	£15.38	£184.52

Pedal Cycles

SUM INSURED	WEEKLY	FORTNIGHTLY	MONTHLY	ANNUALLY
£1,000	£1.15	£2.30	£4.98	£59.80

All premiums are inclusive of Insurance Premium Tax at the current rate.

Essential Information Document

How to renew your policy

We'll contact you before your policy is due to renew each year, to let you know the price and terms and conditions that will apply for the following year. If you'd like to make changes or cancel the cover, please let us know before the renewal date.

Unless you advise us before the renewal date that you wish to cancel your cover, the policy will automatically renew if you pay by Direct Debit. If you normally contact us to pay for your policy once a year, then you'll need to do this before the renewal date to pay the premium and renew your cover.

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, the law which applies is the law applicable in the part of the United Kingdom, Channel Islands or the Isle of Man in which you live. Full details will be provided in your policy documentation. The language used in this policy and any communications relating to it will be English.

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.

How to make a claim

Should you wish to make a claim under your insurance, you must give us any information or help that we may ask for and you must not agree to settle or reject a claim unless we've agreed and confirmed this verbally or in writing. You can find full details of how to claim in your Policy documentation.

Cancelling your policy

Once you've read your policy, if you don't want to go ahead with the insurance and this is your first year with us, you'll have 14 days from the day you receive the policy documentation to let us know. If you're due to renew your cover then the 14 days starts from your renewal date.

Once we know that you'd like to cancel, we'll refund any payments you've already made unless you've made a claim in the current period of insurance. If we need to cancel your policy we'll write to you at least 14 days before the cancellation date, using the address we currently have on record. If we cancel your policy we may refund you for payments you've already made to us for the time you have left on your insurance. If your policy is cancelled you'll still be able to claim for any event that happened before the cancellation date.

Making a complaint

If you think that we haven't given you the service you expected, we'd like you to let us know so that we can try to put things right. If you're not happy you should contact us using the address shown in your documentation. If they're not able to resolve the complaint for you they'll contact our Customer Relations team to look into your concerns on behalf of our Chief Executive. If they can't resolve your complaint they'll let you have written confirmation of our final response so you can refer the matter to the Financial Ombudsman if you'd like to do so. This won't affect your right to take legal action.

Customer Relations Team

Uris Group Customer Relations
PO Box 1193
Doncaster
DN1 9PW

Financial Ombudsman Service

Exchange Tower
London
E14 9SR

About us

This product 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

You will not be charged a fee for this service. Your Landlord (as indicated in the application form) will receive a commission from Royal & Sun Alliance Insurance plc in relation to any insurance policy arranged by them, which means that a percentage of the premium you pay is given to them. If you require any further information on this please contact your landlord.

STEP 5 APPLICATION FORM

Either complete and sign the application form and post it to RSA,
URIS Group, Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL.
Or telephone 0345 671 8172 and apply over the phone instead.



Please use block letters and tick correct boxes where appropriate.

We'll give information to help you make an informed choice but won't provide advice on whether our products are suitable for you.

This contents cover meets the demands and needs of customers who need to repair or replace their home contents as new against specific damage and loss such as theft and escape of water.

A copy of the completed application form is available on request but you should keep a record of all information supplied to us for the purpose of entering into this contract. A specimen policy is available on request.

Your answers to our questions are important and provided you have answered them to the best of your knowledge and belief, we consider that you have fulfilled your requirements. You should tell us if any of these details are incorrect or change. We may reassess your cover, terms and premiums when we are told about changes in your circumstances. If you do not tell us about any changes, or give us incorrect information, the wrong terms may be quoted, a claim might be rejected or payment could be reduced. In certain circumstances, your policy might be invalid, and you may not be entitled to a refund of premium. If there is insufficient space for your response, please continue on a separate sheet of paper if necessary.

1. Name of Applicant 1
(Mr/Mrs/Miss/Ms)

Name of Applicant 2
(Mr/Mrs/Miss/Ms)

**Joint Tenant(s) and co-habitees must be named and must sign
this form otherwise cover for them will not be in force.**

2. Address of the home to be insured _____

_____ Postcode _____

3. Date of Birth Applicant 1 Applicant 2

4. Precise Occupation(s) Applicant 1 Applicant 2

5. Rent reference number

6. Telephone number

Please provide a contact number (mobile phone if possible) we can use if we need to contact you about your application form. This may help speed up the process.

7. Amount of insurance cover required to the nearest £1,000

a. Home Contents (note minimum amounts) £

b. Level of cover required (Please tick) Standard **Standard + Full Accidental Damage**

c. Do you require the extension in cover for Personal Belongings (see cost of cover tables)? £

d. Do you require the extension in cover for Wheelchairs (see cost of cover tables)? £

e. Do you require the extension in cover for Hearing Aids (see cost of cover tables)? £

f. Do you require the extension in cover for Pedal Cycles (see cost of cover tables)? £

8. Date when you want insurance to start

The start date you select must be more than 10 days in the future to allow time for your application to be processed. Please note that you will not be insured until your application is accepted and you receive your documentation.

Whenever we ask questions on the Application Form about your household, we mean You and Your family (including your partner and all children) who normally live with you and any person(s) named as a joint tenant or co-habitee.

9. Have you or any member of your family who normally live with you at your current address or elsewhere:
- | | YES | NO |
|--|--------------------------|--------------------------|
| a. made any household contents claims in the last 5 years? | <input type="checkbox"/> | <input type="checkbox"/> |
| b. had insurance cancelled, declined or declared void or had special terms or conditions applied? | <input type="checkbox"/> | <input type="checkbox"/> |
| c. been convicted of any offence other than parking or speeding offences or offences which are spent under the Rehabilitation of Offenders Act 1974? | <input type="checkbox"/> | <input type="checkbox"/> |
10. Has the home or the land belonging to it been flooded in the last 5 years? YES NO
11. Will the home be left unoccupied for a total of more than 60 days in a year? YES NO
12. Will the home be occupied by anyone other than you or your family? YES NO
- If yes, how many people other than you or your family will occupy the home with you?

IF YOU HAVE ANSWERED YES TO ANY OF THE ABOVE QUESTIONS, PLEASE ANSWER THE ADDITIONAL QUESTIONS ON THE NEXT PAGE

Method of Payment

- Weekly payment card Fortnightly payment card Monthly direct debit Monthly payment card Annually

If your chosen payment method is Monthly Direct Debit please complete the attached Direct Debit Instruction and return it along with your application form.

Payment Card Customers Only

Please ensure you pay the EXACT amount only onto your payment card for your home insurance policy and on the date required. This will ensure your policy doesn't fall into credit or arrears.

It is important that the Sum Insured is sufficient to replace ALL household goods and personal belongings. If the Sum Insured is inadequate you will have to bear a proportion of any claim.

If you have answered 'YES' to **Question 9a**, please provide the following information about the claim:

- The cause of the claim (Fire, Theft, Accidental Damage etc)

- The date of the claim

- The amount of the claim

- What was damaged? (TV, phone, carpets etc)

If you have answered 'YES' to **Question 9b**, please provide the following information:

- What action was taken by the insurer?

- Why did they take that action?

- The date this happened?

- Have you had insurance since?

IMPORTANT

Please read the following carefully before you sign and date the Declaration.

Claims and Underwriting Exchange

Insurers pass information to the Claims and Underwriting Exchange Register, run by Insurance Database Services Ltd (IDS Ltd). The aim is to help us to check information provided and also to prevent fraudulent claims. When we deal with your request for insurance, we may search the register. When you tell us about an incident (such as fire, water damage or theft) which may or may not give rise to a claim, we will pass information relating to it to the register.

You can ask us for more information about this.

You should show this notice to anyone who has an interest in property insured under the policy.

Eligibility Disclaimer

Royal & Sun Alliance Insurance plc has the right to refuse any application which does not meet its underwriting eligibility criteria under the scheme.

How We Use Your Information

Your policy is underwritten by Royal & Sun Alliance Insurance plc (RSA), and your data is provided to RSA in order for them to provide you with the cover you require. To find out how RSA use your personal data, and what your rights are in relation to that information, a copy of their privacy policy can be found online at <https://www.rsagroup.com/support/legal-information/partner-privacy-policy/>

Declaration

Important Note: Before you sign this form, please read it again making sure all questions are answered in full. Check that the answers which have been given are correct. Once you and any joint applicant sign this form you are responsible for its accuracy. To give false information knowingly in answer to any of the questions in order to obtain insurance or to obtain a reduced premium could be a criminal offence and could invalidate your insurance.

I/We declare that to the best of my/our knowledge and belief the statements made by me/us or on my/our behalf are true and complete.

I/We have read the Insurance Product Information Document and the Essential Information Document.

I/We consent to the searching of information from other insurers to check the answers I/we have provided and I/we authorise the giving of information for such purposes.

I/We understand that you will pass the information on this form and about any incident I/we may give details of to IDS Ltd so that they can make it available to other insurers. I/We also understand that, in response to any searches you may make in connection with this application or any incident I/we have given details of, IDS Ltd may pass you information it has received from other insurers about other incidents involving anyone insured under the policy.

Signature of Applicant 1

Date

Signature of Applicant 2

Date

(Joint tenants or co-habitees must sign)

PLEASE INITIAL ANY ALTERATIONS ON THIS APPLICATION FORM

Royal & Sun Alliance Insurance plc (No. 93792). Registered in England and Wales at St. Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

FOR OFFICIAL USE ONLY

Date Received

Premium:

If you have chosen to pay by Direct Debit, please complete this form and return it along with your application form to URIS Group, Quaypoint, Lakeside Boulevard, Doncaster, DN4 5PL.



Direct Debit payments

To set up your Direct Debit payments please:

- ✓ Complete the Direct Debit Instruction as numbered below;
 1. Name and Address of your Bank or Building Society
 2. Account Holders Name(s)
 3. Account Number
 4. Sort Code
 5. Signature(s) and Date

- ✓ Return this Direct Debit Instruction along with your application form as soon as possible to the above address.

Preferred payment date

Please note you have the option to choose your payment day. Please indicate which date you would like your payments to be collected by ticking the relevant box below:

1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	
18	19	20	21	22	23			
24	25	26	27	28				

Instruction to your Bank or Building Society to pay by Direct Debit

1. Name and full postal address of your Bank or Building Society branch.

To: The Manager _____
Bank/Building Society _____
_____ Postcode _____

2. Name(s) of account holder(s):

3. Branch sort code: (from the top right hand corner of your cheque)

- -

4. Bank or Building Society account number:

Originator's Identification Number

4 1 8 9 5 7



5. Instruction to your Bank or Building Society:

Please pay URIS Group re Royal & Sun Alliance Insurance Group plc Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with URIS Group Limited re Royal & Sun Alliance Insurance Group plc and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s):

Date:

Royal & Sun Alliance Insurance plc, No. 93792. Registered in England and Wales at St. Mark's Court, Chart Way, Horsham, West Sussex RH12 1XL. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

This guarantee should be detached and retained by the payer

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit URIS Group will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request URIS Group to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by URIS Group or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when URIS Group asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

**There are conditions and exclusions in the policy wording,
a copy of which will be provided on request.**

Royal & Sun Alliance Insurance plc (No. 93792). Registered in England and Wales at St. Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

224372 Colchester JFU-APP-B1 V8 | May 2021