



# Home Emergency Insurance

## Terms and Conditions



### Contact

If you have any questions regarding the terms and conditions, please contact us using the details below:



Claims  
03333 449 247



Phone  
03333 449 669



Email  
[enquiries@smart-sure.com](mailto:enquiries@smart-sure.com)



Post  
Smart Sure Limited  
First Floor, Building 2, Croxley Park,  
Watford, WD18 8YA

## INTRODUCTION

This Insurance Policy has been arranged for You by Smart Sure Ltd and is underwritten by City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell. Your Policy is administered by Smart Sure Ltd, whose offices are situated at First Floor, Building 2, Croxley Park, Watford, WD18 8YA.

Smart Sure Ltd is an Appointed Representative of City and Commercial Limited which is authorized and regulated by the UK Financial Conduct Authority under FRN 314346. Any questions, claims or complaints regarding this policy should initially be sent to Smart Sure Ltd.

As this is an emergency breakdown policy and not a maintenance policy, we will not pay claims where the equipment you are claiming for has not been serviced in accordance with manufacturers' recommendations or for boilers that have not been serviced within the previous 12 months. If your boiler has not been serviced within the last 12 months, you must arrange for a service to be completed before cover will apply. **Optional annual boiler servicing is available on a pay-per-use basis by calling 03333449669.**

## DEFINITIONS

The following words shall have the meanings given below wherever they appear in bold.

**Administrator:**

Smart Sure Ltd, First Floor, Building 2, Croxley Park, Watford, WD18 8YAP, Tel. 03333 449 669.

**Approved Engineer/Engineer:**

A qualified person approved and instructed by the helpline to undertake emergency work.

**Assistance:**

The reasonable efforts made by the approved engineer during a visit to the home to complete a temporary repair to limit or prevent damage or if at similar expense, the cost of completing a permanent repair in respect of the cover provided.

**Call Out:**

A request for emergency assistance from you.

**Claims Administrator:**

City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell, 3rd Floor, One Cornet Street, St. Peter Port, Guernsey, GY1 1BZ.

**Claim Limit:**

The maximum amount payable by us as stated under each section of cover including call out charges, labor, parts, materials and where applicable the cost (including VAT) of alternative accommodation, and subject to prior agreement from us.

**Annual Claim Limit:** The maximum aggregate amount payable in one policy period.

**Commencement Date:**

The start of the policy as shown in the schedule.

**Deferment Period:**

The first 14 days from the commencement date of Your policy.

**Emergency:**

A sudden and unexpected event which, if not dealt with quickly would in the reasonable opinion of the helpline:

- a) Render the home unsafe or insecure; or
- b) Damage or cause further damage to the home; or
- c) Cause personal risk to you; or
- d) Cause a health and safety risk to others.

**Helpline:**

**The telephone number for you to report an emergency under this policy. The number is 03333 449 247**

**Home:**

Your main permanent place of residence, (including any covered garage and permanent outbuilding), as shown on the schedule. It must be owned and occupied by you and your family as a private residence with no business use. Rented and let properties, commercial & business premises, mobile homes and bed-sits are not eligible.

**Insurer:**

City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell, 3rd Floor, One Cornet Street, St. Peter Port, Guernsey, GY1 1BZ, authorized by the Guernsey Financial Services Commission (GFSC). GFSC Reference: 54692. Details of registration can be checked using the link: <https://www.gfsc.gg/commission/regulated-entities/54692>.

**Period of Cover:**

A period of 12 months from the commencement date, or where you have chosen to pay monthly, a period of one month from the commencement date upon receipt of your monthly premium.

**Pest:**

Either black or brown rats, field or house mice, and wasps' and hornets' nests.

**Reinstatement:**

We will fill in any excavation and leave the surface level where we have made access to an external drain or external water supply pipe.

**Policy Schedule:**

The document sent to you confirming the commencement date, your details and the home which is the subject of cover.

**Unoccupied:**

Where no one has resided in the home for a period exceeding 30 consecutive days.

**Waiting Period:**

In respect of all sections of the policy, no claim can be made for any incident that occurs within 14 days of the commencement date of this policy as shown in the schedule.

**We, Us, Our:**

City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell, 3rd Floor, One Cornet Street, St. Peter Port, Guernsey, GY1 1BZ.

**You, Your, Insured:**

The person who applied for this insurance and is named on the schedule as the policyholder

## COVER

You are able to make an unlimited number of claims on this policy for losses up to a maximum claim limit per claim, as stated on Your Policy Schedule. This claim limit includes the cost of call out, cost of parts, labor, materials and VAT where applicable, and alternative accommodation costs if applicable in accordance with the terms and conditions per section of cover and subject to any exclusions and limitations stated.

**Policy Limits:**

For Home Emergency Basic policies, the claim limit is £250 per claim with an annual claim limit of a maximum of £1000

## WHAT IS COVERED

This policy provides emergency assistance to make your home safe and prevent further damage to the property by means of a temporary repair.

In the event of an emergency occurring in your home, we will:

- A.** Advise you on what action to take to protect yourself and your home;
- B.** Send one of our approved engineers or arrange an appointment for an approved engineer to visit your home;

- C. Where a permanent repair is completed under your policy by an approved engineer, we will guarantee the work completed for 12 months from the date of claim.

## WHAT IS NOT COVERED

There are certain conditions and exclusions, which limit your cover, please read them carefully to ensure this policy meets your requirements. We do not wish you to discover after an incident has occurred that it is not insured. To assist you in understanding the main limitations of the cover provided, we have detailed these under the “Cover Provided” section of your policy.

**The waiting period** – please also note that any incident which occurs in the first 14 days after the policy commencement date is not covered. However, should you require emergency assistance during this period please contact the Helpline who will be able to provide cover on a pay on use basis.

## COVER PROVIDED

This policy provides the protection described in the cover sections below following an emergency occurring at the home. The benefit under your policy is limited to the claim limit stated in each section of cover as stated on your Policy Schedule.

Cover is provided only if you selected the cover section and paid the required premium. The sections of cover that apply to your policy are confirmed in your Policy Schedule.

You are responsible for paying any excess under the policy or where the cost of repair exceeds the benefit provided under the policy.

### Section A. Plumbing

We will assist you to stop the emergency which has arisen from the sudden and unexpected failure of, or damage to, the internal plumbing (including the central heating pipes and radiator valves) within the home which has or may result in internal flooding or water damage to the home.

#### We do not cover:

- a) General maintenance;
- b) Frozen pipes which have not caused any damage;
- c) Leaks from any household appliances, sink, shower, bath or toilet where leakage only occurs when the appliance is in use;
- d) Drips or water leakage that **do not cause damage**, unless the domestic electrical wiring system is or may be affected;
- e) Cracked or broken toilets or cistern;
- f) Pipes outside the boundary of your property;
- g) Water pipes to or from and in a detached outbuilding or garage unless specified on Your Policy Schedule.
- h) Quietening noisy pipes that are caused by the expansion and contraction of pipes as they heat

and cool.

- i) Where issues require “Trace and Access” to assess where the leak is located, this cost of this service is not covered.

**Claim Limit** - £250 per claim.

### **Section B. Drainage**

We will assist you to stop the emergency which has arisen from the sudden and unexpected failure of or damage to the drainage system of your home.

**We do not cover:**

- a) General service and maintenance including but not limited to leaves, build-up of oils, fats or debris;
- b) Any drainage system which is not of standard construction e.g. clay pot, plastic, P.V.C or concrete;
- c) Cesspits, septic tanks, vacuum drainage systems, electric pumps, shower pumps, Saniflo units/generic pumped systems and drainage pumps;
- d) Plumbing and filtration system for swimming pools or spa baths;
- e) Detached outbuildings unless specified on Your Policy Schedule.
- f) Guttering or fall pipes of the home;
- g) Damage to drains caused by structures not conforming to local building regulations or caused as a result of negligence or neglect
- h) Failure or damage caused to by faulty or defective design of the drainage pipe including but not limited to delamination found in pitch fiber pipe construction;
- i) Reinstatement costs relating the original surface or construction of a drive, path, decking or any other surface which is excavated as part of a claim.
- j) Blockages due to misuse including but not limited to flushing of inappropriate items/materials down the toilet.
- k) Damage caused to or due to the drains falling outside the boundary of the insured property.
- l) Damage or any claims arising from drains falling in communal areas.
- m) Blocked toilets which are not causing any damage to your property and where you can reasonably access an alternative toilet within your property.
- n) Where issues require “Trace and Access” to assess where the leak is located, this cost of this service is not covered.

**Claim Limit** - £250 per claim.

### **Section C. Electrical Emergency and Breakdown Cover**

We will assist you to repair or replace any item or system after your supply meter which causes the breakdown or failure of the complete electrical power to your property.

**We do not cover:**

- a) Any issues not related to the breakdown or failure of the complete power to your property.
- b) Wiring or electrics in communal areas;
- c) Any garage or outbuilding connected to a separate electric meter to that of the home unless specified on Your Policy Schedule.
- d) Repairs where only part of the permanent domestic electrical wiring system supplying electrical power to your home has failed.

- e) Where issues require “Trace and Access” to assess where the leak is located, this cost of this service is not covered.

**Claim Limit** – £250 per claim.

#### **Section D. Emergency Gas Supply Pipe Cover**

We will assist you to repair or replace any damaged section of the internal gas supply pipe following a gas leak occurring in your home. Our assistance will only be provided once the National Gas Emergency Service have attended and isolated the leak.

##### **We do not cover:**

- a) General maintenance;
- b) Any gas boiler, fire, central heating or hot water breakdown;
- c) Temporarily frozen pipes where permanent damage is not confirmed;
- d) Systems not installed correctly or which do not conform to any governing Gas Safe regulation or requirements;
- e) Pipes outside the boundary of your home.

**Claim Limit** – £250 per claim.

#### **Section E. Security and Lost Keys Cover**

We will assist you and pay for the call out, labor and parts and materials involved in emergencies relating to the security of your home and lost keys of your home.

**Security** – We will assist you to repair, replace or provide an emergency fix to make the home safe and/or prevent further damage in the event of damage or failure to the external lock, door or window.

**Lost Keys** – We will assist you to gain access to your home arising from the loss of the keys to your home, where you have lost the only available key to your home and are unable to replace it or gain normal access.

If your home becomes uninhabitable for more than 48 hours, following the engineers visit, because of an emergency covered by this section relating to your security, lost keys or pest infestation, we will pay up to £200 (including VAT) for alternative accommodation.

##### **We do not cover:**

- a) Loss of keys to the main property if another set exists;
- b) Loss of keys for any outbuilding, garage or shed which is not part of the main home;
- c) Internal doors and windows;
- d) Replacement or repair of electronic units powering garage doors.
- e) Loss of keys to external window locks
- f) Damage to external doors, locks and windows two or more stories above your main entrance door.

**Claim Limit** – £250 per claim.

#### **Section F. Pest Infestation Cover**

We will assist you and pay for the call out, labor and parts and materials involved in emergencies relating to pest infestation.

If your home becomes uninhabitable for more than 48 hours, following the engineers visit, because of an emergency covered by this section relating to your security, lost keys or pest infestation, we will pay up to £200 (including VAT) for alternative accommodation.

**We do not cover:**

- a) Pest infestation relating to non-covered pests, including but not limited to, ants, fleas, bedbugs, spiders, flies, squirrels, bees, cockroaches, bats or other endangered species;
- b) Pest infestations of an out building, any section of the property not deemed the main home, or where the living areas of the property are not affected, e.g. garages and sheds;
- c) Damage caused by pests;

## HOW TO ARRANGE EMERGENCY ASSISTANCE

1. Major emergencies which could result in serious injury to the public or damage to property should be immediately advised to the supply company and/or the public emergency services. The policy does not provide cover for any repairs, damage or other loss resulting from gas leaks which occur outside the boundary of the home.
2. Before requesting emergency assistance, you should check that the circumstances are covered by your policy. Remember this is not a maintenance policy and does not cover routine maintenance in your home.
3. Where you have chosen to pay monthly, call outs will only be considered if your monthly premium has been paid from the commencement date of this policy, up to and including the month in which the emergency occurred and there are no outstanding payment defaults. **At the point of making a claim, the remaining Premium balance, for the year, becomes due.**
4. Telephone the helpline as soon as you notice the emergency to provide details of the assistance required. All requests for emergency assistance must be made through the helpline. Do not make any arrangements yourself without prior authorization from the helpline. If you do, we will not reimburse any costs you may incur. Calls may be recorded.
5. The helpline will appoint an approved engineer to attend your home, provided that this is not precluded by adverse weather conditions, health and safety, industrial disputes (official or otherwise), failure of the public transport system, including the road and railway networks and repairs thereto and any other circumstances preventing access to the home or otherwise making the provision of emergency assistance impossible.
6. The helpline and the approved engineer will have reasonable discretion as to when and how work is undertaken this will be based on the details provided by you and any risk to the approved engineer, we may reserve the right to delay when work will be undertaken due to health and safety.
7. The approved engineer will charge all costs covered by the insurance directly to us. You will be asked to pay the cost of:
  - a) Any excess applicable to the policy;
  - b) Call out costs if there is no one at the home when the approved engineer arrives or the engineer is denied reasonable and safe access;
  - c) Work in excess of the claim limit;
  - d) Fitting replacement parts or components of a superior specification to the original at your request.



Helpline: 03333 449 247

## **PAY ON USE**

Should an emergency arise that is not included under your policy, Smart Ltd can arrange for an approved engineer to attend your home but you will be responsible for all costs involved. The use of this service does not constitute a claim under your policy.

## **REPLACEMENT OF PARTS OR COMPONENTS**

We reserve the right to use non-genuine replacement parts supplied from third parties in addition to those parts that may be sourced from the manufacturer or their approved suppliers. We are not responsible for any loss, damage or inconvenience resulting from a delay in obtaining or receiving delivery from the relevant supplier of any spares.

When replacement parts are received, we will contact you to arrange a suitable time slot for the engineer to attend. You should make sure that the engineer can get reasonable access to carry out the repair. If we cannot get a replacement part needed to carry out a repair our liability will be limited to a temporary repair to make the emergency safe.

## **GENERAL EXCLUSIONS**

We shall not be liable for costs arising from or in connection with:

1. Any incident within the deferment period after the commencement date of your policy
2. Circumstances known to you prior to the commencement date of your policy or incidents which occur within the waiting period;
3. Claims arising after the home has been left unoccupied for 30 consecutive days or longer
4. Any willful or negligent act or omission by you or any third party;
5. Events where on attendance it becomes clear that the call out is not an emergency;
6. General maintenance work or any system that has not been regularly maintained, evidence of maintenance by an approved engineer will be requested;
7. Loss of or damage arising out of disconnection from or interruption to the public supply of gas or water or electricity to your home;
8. Any parts or item that may need to be replaced as a result of natural wear and tear;
9. Any design defect or any repair that is rendered, in our opinion, either difficult or impossible due to problems with the access needed to facilitate the repair;
10. Any loss howsoever arising unless it is specifically stated as being covered by the policy, including but not limited to, delays in sourcing spare parts by us;
11. Replacing lead, steel or iron pipes, rusting, corrosion, general wear and tear and/or gradual deterioration;
12. Replacement of bespoke or designer radiators or towel rails;
13. Improvements including work that is needed to bring the insured system up to current standards;

14. Homes situated outside the United Kingdom;
15. Claims directly or indirectly occasioned by, happening through or in consequence of pollution or contamination of any kind whatsoever;
16. Any damage caused by the approved engineer in gaining access to:
  - a) The home due to the failure of the locks;
  - b) An appliance or any equipment from its operational position in order to affect an emergency repair;
  - c) Drains or supply pipes laid under pathways, drives, patios or decked areas.
17. Any claims arising from the failure of any services where the problem is situated outside the boundary of the plot of land on which Your Home is situated or beyond the part of either the sole or shared supply system or piping for which You are legally responsible.
18. Any intermittent or reoccurring fault.
19. Any system(s) not installed properly or in line with manufacturers guidelines.
20. Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalization, requisition, destruction of or damage to property by or under the order of any government, local or public authority, industrial dispute, natural disaster, fire, flood, drought, major adverse weather conditions, levels of water in rivers and Acts of God.
21. Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.
22. Any direct or indirect consequence of:
  - a) Irradiation, or contamination by nuclear material; or
  - b) The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
  - c) Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.
23. Any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.  
 For the purposes of this Policy, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.  
 For the purposes of this Policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorized instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

**We will not provide services under this Policy if We are prevented from doing so as a result of an unusual or unforeseeable event or circumstance beyond Our reasonable control ('Force Majeure'). This would include, but is not limited to, war, threat of war, riot, civil disturbance or strife, terrorist activity (actual or threatened), industrial dispute, natural or nuclear disaster, fire, flood, drought, major adverse weather conditions, levels of water in rivers and Acts of God.**

**We will not provide services under this Policy where Your claim arises from or is related to or is**

associated with; an actual or likely epidemic or pandemic; or the threat of an epidemic or pandemic.

## CONDITIONS

1. The rights given under this policy cannot be transferred to anyone else.
2. You must give reasonable access to enable appropriate treatments to be carried out and follow advice from the approved engineer and / or the helpline in removing furniture if this is deemed necessary.
3. To improve the quality of the service provided, all calls to the helpline may be recorded.
4. You must take reasonable care and maintain the home and its equipment in good order and take all reasonable precautions to prevent loss or damage.
5. We may take proceedings in your name at our expense to recover any sums paid under this insurance from a third party should the emergency be as a result of an incorrect or failed previous repair.
6. We may advise you of remedial work that you need to carry out in order to bring your system up to a suitable standard or to prevent further incidents. This work will be your own cost but we may be able to arrange through our network.

### Fraud

You must not act in a fraudulent way. If you or anyone acting for you:

- fails to reveal or hides a fact likely to influence whether we accept your proposal, your renewal, or any adjustment to your policy;
- fails to reveal or hides a fact likely to influence the cover we provide;
- makes a statement to us or anyone acting on our behalf, knowing the statement to be false;
- sends us or anyone acting on our behalf a document, knowing the document to be forged or false;
- makes a claim under the policy, knowing the claim to be false or fraudulent in any way; or
- makes a claim for any loss or damage you caused deliberately or with your knowledge.

If your claim is in any way dishonest or exaggerated, we will not pay any benefit under this policy or return any premium to you and we may cancel your policy immediately and backdate the cancellation to the date of the fraudulent claim. We may also take legal action against you and inform the appropriate authorities.

### Consumer Insurance Act

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to:

- a) supply accurate and complete answers to all the questions we or the Administrator may ask as part of your application for cover under the policy
- b) to make sure that all information supplied as part of your application for cover is true and correct
- c) tell us of any changes to the answers you have given as soon as possible.

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to and renew your policy. If any information you provide is not complete and accurate, this may mean your policy is invalid and that it does not operate in the event of a claim or we

may not pay any claim in full.

## APPLICABLE LAW

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which your main residence is situated.

## HOW TO CANCEL YOUR POLICY

We hope you are happy with the cover this policy provides. However, if you decide that for any reason, this Policy does not meet your insurance needs then please return it to Your Administrator within 14 days from the day of purchase or the day on which You receive Your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, we will then refund your premium in full.

Thereafter you may cancel the insurance cover at any time by informing Your Administrator however no refund of premium will be payable.

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to you at your last known address. Valid reasons may include but are not limited to:

- a) Where we reasonably suspect fraud
- b) Non-payment of premium
- c) Threatening and abusive behavior
- d) Non-compliance with policy terms and conditions
- e) You have not taken reasonable care to provide complete and accurate answers to the questions we ask.
- f) You do not or are not willing to co-operate in the event of a claim.

Where our investigations provide evidence of fraud or a serious non-disclosure, we may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when you provided us with incomplete or inaccurate information, which may result in your policy being cancelled from the date you originally took it out.

If we cancel the policy and/or any additional covers you will receive a pro-rata return of Premium for the number of complete unexpired months remaining of Your policy less an administration fee of £25. You will not be entitled to a pro-rata refund if a claim or an incident that may give rise to a claim has occurred, unless the reason for cancellation is fraud, failure to co-operate and/or we are entitled to keep the premium under the Consumer Insurances (Disclosure and Representations) Act 2012.

## OUR RIGHT TO CHANGE THE COVER OR PRICE

You will receive at least 28 days written notice if we decide or need to change your policy cover or the

price of your insurance for any of the following reasons:

1. To make minor changes to your policy wording that do not affect the nature of the cover and benefit provided such as changes to make the policy easier to understand;
2. To reflect changes in the law, in regulation (including any decision of a regulatory body), or to any code of practice or industry guidance affecting the insurer or your policy;
3. To reflect changes to taxation applicable to your policy (including but not limited to insurance premium tax);
4. To reflect increases or reductions in the cost (or projected cost) of providing your cover, including but not limited to cost increases or reductions caused by changes to the number, cost or timing of claims which we, as part of our pricing policy, have assumed or projected will be made under this insurance product;
5. To cover the cost of any changes to the cover / benefits provided under this insurance including but not limited to the removal of one or more policy exclusion(s);
6. To cover the cost of changes to the systems, services or technology in support of this insurance product.

We may make changes immediately and advise you within 28 days of the change having been made if the change is favorable to you.

## COMPLAINT PROCEDURE

If you are dissatisfied with the service you have received in relation to the administration or sale of your policy please contact Smart Sure Ltd using the details below quoting your policy number.

Smart Sure Ltd, First Floor, Building 2, Croxley Park, Watford, WD18 8YA.

**Telephone:** 03333 449 669

**Email:** [enquiries@smart-sure.com](mailto:enquiries@smart-sure.com)

If **You** are dissatisfied with the response **You** receive in relation to **Your** complaint or **Your** complaint is not resolved within 8 weeks, **You** have the right to refer **Your** complaint to the Financial Ombudsman Service.

**You** may contact the Financial Ombudsman at:

The Financial Ombudsman Service, Exchange Tower, 1 Harbour Exchange Square, London, E14 9SR

**Telephone:** 08000 234 567 (free for people phoning from a fixed line) or 0300 123 9 123

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

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

If your complaint relates to the policy coverage or how a claim has been handled you should refer your complaint to City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell using the contact details below, quoting Your policy number. The Compliance Director, City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell, 3rd Floor, One Cornet Street, St. Peter Port, Guernsey, GY1 1BZ.

If you are dissatisfied with the response you receive in relation to your complaint or your complaint is not resolved within 8 weeks, you have the right to refer your complaint to the Channel Islands Financial Ombudsman (CIFO), PO Box114, Jersey, Channel Islands, JE4 9QG.

**Telephone:** 01534 748610

**Email:** [enquiries@ci-fo.org](mailto:enquiries@ci-fo.org)

**Website:** [www.ci-fo.org](http://www.ci-fo.org)

## GENERAL INFORMATION

### Insurer Information

This policy is underwritten by City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell, a company licensed and regulated in Guernsey by the Guernsey Financial Services Commission (GFSC), reference number: 54692. City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell was established in 1993 and is authorized to carry out general insurance business. City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell is based at 3rd Floor, One Cornet Street, St. Peter Port, Guernsey, GY1 1BZ.

### Policy Administrator

This policy is administered by Smart Sure Ltd – Company number 07761666, an appointed representative of City and Commercial Limited, Financial Conduct Authority (FCA) Number: 314346. This information can be checked by visiting the FCA's Website. City and Commercial Limited is registered in England: Company number: 2814889. City and Commercial Limited, Ashley Court, 32 Main Street, Ashley, Market Harborough, LE16 8HF. Tel: 03333 449 119.

### The Financial Services Compensation Scheme (FSCS)

City and Commercial Limited is covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. Full details are available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk). It should be noted that City & Commercial Insurance Company (PCC) Limited is not a member of and therefore is not covered by the FSCS.

**Please note: It should be noted that the Policy Administrator and the Insurer share a common beneficial ownership.**

## DATA PROTECTION ACT 2018

Please note that any information provided to Smart Sure Ltd will be processed in compliance with the provisions of the Data Protection Act 2018, for the purposes of providing insurance services and managing claims, if any, which may necessitate providing such information to third parties. You can review our Privacy

Policy on our website: <https://smart-sure.com/>

## FAIR PROCESSING NOTICE (FPN)

### Use of personal information

To provide our services as an insurer, City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell will collect and use information about you or a beneficiary under the policy (e.g. other identified individuals), such as name, address and contact details. This may also include special categories of personal data and information relating to criminal convictions and offences. The purposes for which we use personal data may include: evaluating your insurance application and providing a quotation; providing insurance cover; handling claims; and crime prevention and debt recovery. More information about our use of personal data is set out in the City & Commercial Insurance Company Privacy Notice which can be found on our website <https://cityandcommercialinsurance.com/> alternatively you may also request a copy of the Privacy Notice by contacting the Data Protection officer at, City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell, 3rd Floor, One Cornet Street, St. Peter Port, Guernsey, GY1 1BZ. We recommend that you review this notice.

We may pass personal data, including claims information, to third parties such as intermediaries, other insurers, reinsurers, loss adjusters, administration service providers, the police and other law enforcement agencies, fraud and crime prevention and detection agencies (for example certain regulatory bodies who may require personal data themselves for the purposes described in the Privacy Notice). If you require details of the third parties your data has been passed to and how this information is used please contact the Data Protection Officer at the address above.

Guernsey is not within the European Economic Area (EEA), but has a robust and effective regulatory framework. City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell is required to comply with the EU General Data Protection Regulation (GDPR) when handling the personal data of European Citizens and secondly the Data Protection (Bailiwick of Guernsey) Law, 2017 which provides an equivalent framework for handling the personal data of non-EU citizen.

### Use of personal data for which consent is required

In some circumstances, we (and other insurance market participants) may need to collect and use special categories of personal data for example information relating to criminal convictions and offences. Where this is required, unless another ground applies, consent to this processing is necessary for us to provide relevant services. Although consent may be withdrawn at any time, this may mean we are unable to continue to provide services and/or process enquiries and/or claims and that insurance cover will stop. Where you are providing us with personal data about a person other than yourself, you agree to provide this notice to them and confirm that you have obtained their consent as outlined here.

### Privacy

**WE TAKE PRIVACY SERIOUSLY AND HAVE SYSTEMS IN PLACE TO ENSURE THE SECURITY AND ACCURACY OF ANY PERSONAL INFORMATION WE COLLECT. ALL INFORMATION YOU PROVIDE TO US IS STORED ON OUR SECURE SERVERS. WE RESTRICT ACCESS TO YOUR INFORMATION AS APPROPRIATE WITHIN City & Commercial Insurance Company (PCC) Limited re Smart Cover Insurance Cell AND OTHER THIRD PARTIES TO THOSE WHO NEED TO KNOW THAT INFORMATION FOR THE PURPOSES SET OUT ABOVE.**



## Contact

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If you have any questions regarding the terms and conditions, Please contact us

### Post

Smart Sure Limited  
First Floor, Building 2, Croxley Park,  
Watford, WD18 8YA

### Phone

03333 449 669

### Claims

03333 449 247

### Email

[enquiries@smart-sure.com](mailto:enquiries@smart-sure.com)