

# Terms of Business Agreement



## Essential Travel Insurance

### Who regulates us?

Essential Travel is a trading name of Holiday Extras Cover Limited who are authorised and regulated by the Financial Conduct Authority under registration number 828848.

You can check these details on the FCA's register by visiting [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768. The FCA is the independent watchdog that regulates financial services.

### Whose products do we offer?

Essential Travel Insurance is sold, administered and provided by Taurus Insurance Services Limited, an insurance intermediary authorised and regulated in Gibraltar by the Financial Services Commission under Permission Number 5566 and authorised to passport general insurance intermediary services into the UK and registered with the Financial Conduct Authority in the UK under registration number 444830.

The insurance is underwritten by Great Lakes Insurance UK Limited. Great Lakes Insurance UK Limited is a company incorporated in England and Wales with registered company number 13436330 and whose registered office address is 10 Fenchurch Avenue, London, EC3M 5BN, United Kingdom. Great Lakes Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority, firm reference number 955859, and the Prudential Regulation Authority. Legal Expenses are underwritten by DAS Legal Expenses Insurance Company Limited, registered company number 00103274 and whose registered office address is DAS Parc, 4A Greenway, Bedwas House Industrial Estate, Bedwas, Caerphilly, CF83 8DW, United Kingdom, and registered with the Financial Conduct Authority in the UK under firm reference number 202106. You can check this on the Financial Services Register by visiting; [register.fca.org.uk](http://register.fca.org.uk) or by contacting the Financial Conduct Authority on 0800 111 6768.

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*We act as an agent for the insurer for the collection and payment of your premiums. This means that premiums are treated as being received by the insurer when they are received by us. Any premium refund is treated as received by you when it is actually paid to you.*

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### What service will we provide you with?

Essential Travel Insurance is an intermediary and works on behalf of the insurer to offer products and services in relation to your travel insurance needs. In conjunction with Taurus Insurance Services Limited, Essential Travel Insurance also assist with the issuing, renewal and administration of your policy. Essential Travel Insurance can give you all of the required information you need to help you decide which travel insurance policy meets your needs and circumstances, however we cannot provide advice or recommendations on which travel insurance policy to buy. As the customer, it is completely up to you to decide if any of the policies meet your needs.

### Important Information

It is really important that you:

1. Give us accurate information at all times.
2. Check your Travel Insurance Demands and Needs statement and Policy Certificate carefully and let us know straight away if anything is wrong.
3. Tell us if anything related to your insurance or your circumstances change. For example a change in health after you buy the policy.

If you do not, it may mean the policy could be invalid and you might not be able to make a claim.

## **Demands and needs**

Essential Travel Insurance does not offer advice or recommend insurance. You should decide, before purchasing, whether the terms of this insurance policy meet your demands and needs for travel insurance.

This insurance has been specifically designed to meet the demands and needs of those who wish to ensure that they are financially protected in the event of medical emergencies, delayed departures, cancellation and curtailment, lost, stolen or delayed possessions, personal liability, loss of travel money and passport and legal expenses when travelling and if chosen, optional cover can be included if applicable. The levels of cover may vary depending on which options you choose and where you travel to.

## **Key terms and conditions**

To be entitled to cover under this insurance you must be:

- in the United Kingdom when the Policy is purchased (except when You renew an existing Annual multi-trip policy); and
- aged 80 or under at the start of the Policy Period for Annual multi-trip policies; and
- resident in the United Kingdom, meaning that You:
- have an address in the United Kingdom; and
- have lived in the United Kingdom for at least 6 of the last 12 months; and
- are registered with a General Practitioner in the United Kingdom.

## **Cancelling or amending your policy**

You may cancel the insurance within 14 days of receiving the insurance documents, should you decide the insurance is no longer appropriate or required, please contact us via email or by phone. You will receive a full refund of any premium already paid provided that no claim has been made and you do not intend to make a claim. Following this 14 day period, you continue to have the right to cancel your policy at any time by contacting us. If the notice of cancellation is received outside of the 14 day cooling-off period no premium will be refunded, however discretion may be exercised in exceptional circumstances such as bereavement or a change to your policy resulting in us declining to cover your medical conditions.

We may cancel your policy by giving you 14 days notice. If this happens we will refund the premium you have paid for the rest of the insurance period. Note once your policy has been cancelled your cover will end and you will not be able to make a claim.

## **What will you have to pay us for our services?**

You will not pay anything for our services. For all sales, Essential Travel Insurance will receive a percentage commission from the total premium you pay. This approach is consistent across all channels for which Essential Travel Insurance operates.

## **How to make a claim**

Should you wish to make a claim under your insurance, check your travel insurance certificate and schedule to see whether you have the appropriate cover. You may be asked to provide additional information to

substantiate your claim. All claims evidence must be supplied at your own expense in its original form. You can find full details of how to claim in your policy documentation.

## **What to do if you have a complaint**

We demand high standards at Essential Travel Insurance, and we always strive to meet our customers' expectations. Sometimes things can go wrong and if that ever happens you can make a complaint.

### **For all complaints:**

Make sure you write 'Complaint' in the email heading or in your letter. Please always give your full name and address, policy number and include any additional information or documents.

### **If your complaint relates to the sale of your policy:**

Telephone: 0330 053 4250

email: [travel.sales@essentialtravel.uk](mailto:travel.sales@essentialtravel.uk)

Write to: The Customer Relations Team, Essential Travel Insurance, Suite 2209-2217 Eurotowers, Europort Road, Gibraltar

### **If your complaint relates to a claim:**

Telephone: 01403 288118

email: [travelclaims@davies-group.com](mailto:travelclaims@davies-group.com)

Write to: Essential Travel Insurance Claims, Davies Building, PO Box 1392, Preston, PR2 0XE, United Kingdom

## **Our promise of service**

We will aim to provide you with a full response within four weeks of the date we receive your complaint and our response will be our final decision based on the evidence presented.

If for any reason there is a delay in completing our investigations, we will explain why and tell you when we hope to reach a decision.

In any event, should you remain dissatisfied or fail to receive a final answer within eight weeks from us receiving your complaint, you may have the right to refer your complaint to an independent authority for consideration. That authority is the Financial Ombudsman Service (FOS) at:

Exchange Tower, Harbour Exchange Square, London, E14 9SR, United Kingdom

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

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Please note that if you wish to refer this matter to the FOS You must do so within six months of our final decision. You must have completed the above procedure before the FOS will consider your case. Your legal rights are not affected.

## **Financial Services Compensation Scheme (FSCS)**

We are covered by the Financial Services Compensation Scheme (FSCS) meaning you may be entitled to compensation from the scheme if we are unable to meet our obligations to you.