

How We Deal With You and Your Insurance

This leaflet gives you important information as to how we deal with you and your insurance and must be read in conjunction with the accompanying correspondence and documentation. We would recommend that you read it carefully and keep it with your insurance documents.

Who are we?

Musicguard is a trading style of Thistle Insurance Services Limited (TISL). TISL is authorised and regulated by the Financial Conduct Authority. This is the independent watchdog that regulates financial services, including insurance.

Our registered address is The St Botolph Building, 138 Houndsditch, London, EC3A 7AW but our day-to-day contact details are:

Musicguard
Thistle Insurance Services Limited
Southgate House
Southgate Street
Gloucester
GL1 1UB
Tel: 0333 004 3888 Fax: 0345 450 6743

Our Financial Conduct Authority Registration Number is 310419.

You may check this information and obtain further information about how the Financial Conduct Authority protects you by visiting their website www.fca.org.uk or by contacting them on 0800 111 6768.

Whose products do we offer?

We will only offer you an insurance product from the insurer named in the accompanying documents. We provide this under an agreement with them which allows us to provide you with a quotation, confirm cover and issue policy documents to you and in some instances settle claims, acting on their behalf.

We also collect your premium on their behalf, which we then hold as their agent.

Copies of policy documentation can be obtained by contacting us.

We review the position of the insurer periodically to ensure that they still meet the requirements of our customers and we are not contractually obliged to deal with them.

How are we meeting your needs?

We will ask you some questions (important: see section headed "Information that you provide to us") to ensure that your risk is suitable for insurers and make available

any optional covers, however we won't provide you with a specific personal recommendation.

This product is suitable for amateur, semi professional and professional musicians wishing to insure against theft and accidental damage of their equipment and liabilities which may arise through its ownership and use. You must make your own decision as to whether this insurance meets your own needs specifically, please ask us if you have any particular queries over your own needs.

Information that you provide to us

You must answer any questions we or insurers ask you in connection with your insurance truthfully and to the best of your knowledge and belief.

Costs

Premiums are normally quoted inclusive of UK Insurance Premium Tax at the prevailing rate; any other costs or fees will be detailed in your quotation.

How are we paid?

We are paid for our services principally by way of brokerage commission; this is a proportion of the premium you pay, allowed to us by the Insurer and by any fees paid by yourself.

In addition We and/or other members of the Jardine Lloyd Thompson Group may receive:

Interest earned on insurance monies passing through our bank accounts;

Expense allowances or commissions from Insurers for managing and administering certain facilities on their behalf;

Profit commissions or profit shares paid by Insurers on specific facilities and arrangements for a limited class of business;

Administrative service fees, which may be paid for, limited specific services we provide to Insurer(s) as part of the placing or claims process;

Income derived from arranging premium financing.

Cancellation

We hope that you are happy with your policy. Please read it carefully to see it meets your needs. If not, you may have a right to cancel your insurance.

You have a statutory right to cancel your policy if it does not meet your requirements or for any other reason within 14 days of the date you receive your policy documents or the inception date whichever is the latest. If no claims have been made you will receive a full refund. Insurers reserve the right to make a charge for any cover provided during this time.

You may cancel after the 14 days have expired, however you will not automatically be entitled to any refund of premium. Insurers at their discretion may allow a refund of premium for any unexpired period of cover. No return of premium will be given in the event that any claim has been reported to Insurers.

Making a claim

If you need to make a claim please refer to the guidance in the relevant section of the Policy Wording. If you need any additional assistance please contact ourselves.

Data protection

We collect and process personal data from you in accordance with the Data Protection Act 1998 (The Act). The personal data we may collect from you, such as your name, address, health, education, financial details and racial or ethnic origins are necessary to provide you with our services. These include negotiating, maintaining or renewing (re)insurances, and handling (re)insurance claims. At times, the provision of our services may necessitate the transfer of your personal data outside the European Economic Area and/or the disclosure of the same to JLT group companies, insurers, partners, agents and professional advisers. Such employees, contractors and agents who have access to your personal data are required to keep that information confidential and are not permitted to use it for any other purposes.

All countries in the European Economic Area, (EEA) including the UK have similar standards of legal protection for your personal information. We may administer aspects of our relationship with you and provide other services from centers outside the EEA that may not have the same standard of data protection laws as the UK. However, if we do, we will always have a contract in place to ensure that your personal information is protected at least to UK standards, and we will remain bound by our obligations under The Act.

The details you provide may also be used to update our records and those of companies within the Jardine Lloyd Thompson Group PLC so that we may provide you, from time to time, with risk or insurance related information or details of services, or products, which we think, may be of interest to you.

Please advise us if you do not wish your information to be used in this manner.

What to do if you have a complaint

If for any reason you are unhappy with us, we would like to hear from you. Making a complaint will not prejudice your right to take legal proceedings.

If you have a complaint about any aspect of this policy, our service or a claim, please email musiccomplaints@thistleinsurance.co.uk or call us on 0333 004 3888, or write to:

The Executive Manager of Customer Complaints
Musicguard
Thistle Insurance Services Limited
Southgate House
Southgate Street
Gloucester GL1 1UB

If the complaint is still not resolved to your satisfaction, you can approach The Financial Ombudsman Service.

Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Telephone: 0800 023 4567 or 0300 123 9123
Website: www.financial-ombudsman.org.uk

Compensation

We are a member of the Financial Services Compensation Scheme (FSCS). If we were unable to meet our obligations you may be entitled to compensation from the scheme, depending on the type of insurance and circumstances of any claim.

Further information about compensation schemes arrangements is available from the FSCS.

Financial Services Compensation Scheme (FSCS)
10th Floor Beaufort House
15 St Botolph Street
London EC3A 7QU
Telephone: 020 7741 4100
Website: www.fscs.org.uk

This document can be made available in other formats on request.