

IMPORTANT INFORMATION ABOUT MUSIC MAGPIE MOBILE DEVICE INSURANCE

We are not regulated in respect of arranging mobile phone insurance, but Music Magpie Mobile Device Insurance is distributed by us on behalf of Citymain Administrators Limited and UK General Insurance Limited. Citymain Administrators Limited are the policy and claims administrator of Music Magpie mobile device Insurance. Citymain Administrators limited are authorised and regulated by the Financial Conduct Authority (FCA) to arrange general insurance products, their firm reference number is 306535 and their registered address is 3000 Lakeside, North Harbour, Western Road, Portsmouth, PO6 3EN and Company No. 03979666.

Citymain Administrators Limited have arranged Music Magpie mobile device Insurance with UK General Insurance Limited on behalf of Great Lakes Insurance SE, their UK Branch registered office is : Plantation Place 30 Fenchurch Street, London, EC3M 3AJ, registered in England and Wales Company No. 4506493 and are subject to regulation by the F C A and Prudential Regulation Authority under Firm Reference No. 769884.

These details can be checked on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register or by calling them on 0800 111 6768.

These two companies take, or share, regulatory responsibilities to ensure that our communications with you regarding Music Magpie Device Insurance are clear, fair and not misleading.

DEMANDS AND NEEDS

We have not provided you with a personal recommendation as to whether this policy is suitable for your specific needs, so you must decide for yourself whether it is or not. You have made a reasoned decision based on the Insurance Product Information Document as to whether to purchase this insurance policy. You can cancel this insurance at any time should you decide the cover is no longer suitable.

WHAT TO DO IF YOU HAVE A COMPLAINT?

If you are not happy with the service, in the first instance, please write to the Customer Relations Manager of the administrator. Their contact details are:

FAO: Customer Relations Manager

Citymain Administrators Limited 3000 Lakeside North Harbour Western Road Portsmouth PO6 3EN

Tel: 0333 999 7906 (local rate call).

E-mail: customerrelations@spbuk.com

If your complaint about the sale of your policy cannot be resolved by the end of the third working day, your agent will pass it to:

Customer Relations Department UK General Insurance Limited

Cast House, Old Mill Business Park Gibraltar Island Road Leeds LS10 1RJ

Tel: 0345 218 2685

Email: customerrelations@ukgeneral.co.uk

Please quote scheme reference 06633A in all correspondence.

You have the right to contact the Financial Ombudsman Service at any time: The Financial Ombudsman Service, Exchange Tower, London E14 9SR, United Kingdom. Telephone: 030001239123. For calls outside of the UK, please call 0044 207 964 1000. Email: complaint.info@financial-ombudsman.org.uk. Web Address: www.financial-ombudsman.org.uk

If you wish to complain about an insurance policy purchased online you may be able to use the European Commission's Online Dispute Resolution platform, which can be found at the following address: <http://ec.europa.eu/consumers/odr>

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.