

Important Information

How to Make a Complaint

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the complaints procedure below:

- **If you have a complaint regarding the sale or service of your policy**, please contact:

Customer Relations Department
CaravanPlan Insurance
UK General Insurance Limited, Building 3.1, Carwood Park, Swillington Common Farm, Selby Road, Leeds
LS15 4LG
Tel: 0343 227 0843
Email: customerrelations@ukgeneral.co.uk

- **If you have a complaint about the handling of a Liability claim**, please contact:

Kennedys LLP, 6 Queen Street, Leeds, LS1 2TW
Tel: 0343 227 0844
Email: UKG@kennedyslaw.com

- **If you have a complaint about the handling of any other claim**, please contact:

CaravanPlan Insurance
Davies Group Limited, Two Smithfield, Leonard Coates Way,
Stoke-on-Trent ST1 4FD
Tel: 0343 227 0845
Email: claimscomplaints@caravanplaninsurance.co.uk

In all correspondence please state that your insurance policy is provided by CaravanPlan Insurance, underwritten by UK General Insurance Limited Insurance and quote your unique policy number from your policy schedule.

Following our complaints procedure does not affect your legal rights as a consumer. For further information you can contact the Citizens Advice Bureau or Trading Standards.

Financial Ombudsman

If we have not completed our investigations into your complaint within 8 weeks of receiving your complaint or if you are not happy with our Final Response, you may ask the Financial Ombudsman Service (FOS) to look at your complaint. If you decide to contact them, you should do so within 6 months of receiving our Final Response Letter. For more information regarding the scope of the Financial Ombudsman Service please refer to www.financial-ombudsman.org.uk.

The Financial Ombudsman Service, Exchange Tower, London E14 9SR
Tel: 0800 023 4567
Get in touch on line: <https://www.financial-ombudsman.org.uk/contact-us/complain-online>

What happens if we can't meet our liabilities?

If Watford Insurance Company Europe Limited cannot meet their obligations, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.

Automatic renewal of your policy

When taking out insurance with us, you agree to set up a continuous payment authority. This means that we're authorised to automatically renew your insurance policy and apply for renewal payments from your account every year, until you instruct us to stop.

With automatic renewals, as long as all information and payment details are correct and up to date, you will continue to be covered.

We will not automatically renew your policy if:

- you have contacted us to cancel your continuous payment authority
- we no longer offer you the continuous payment method if, for example, you have a poor payment or credit history

If you would prefer not to have the reassurance of automatic renewal, you can opt out after buying the insurance at any time by providing your name, policy number and request to opt out by:

Customer Services Team

CaravanPlan Insurance

UK General Insurance Limited, Building 3.1, Carrwood Park, Swillington Common Farm, Selby Road, Leeds LS15 4LG

Tel: 0343 227 0841

Email: enquiries@caravanplaninsurance.co.uk

By doing this it means that your policy will not automatically renew at the end of the policy term and cover will stop unless you contact us to make payment.