

## Ultimate Pet Partners Limited Insurance Terms of Business and Important Details

### Who are we?

AA Pet Insurance policies are arranged and administered by Ultimate Pet Partners Limited (UPP). Registered Office: 5<sup>th</sup> Floor, The Connect Centre, Kingston Crescent, Portsmouth PO2 8DE.

Policies are underwritten by Ultimate Insurance Company Limited, Suite 913, Europort, Gibraltar. Registration No. 103362.

Section 9 of this policy is underwritten by Ageas Insurance Limited, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA, Registered no. 354568.

### Advice

You will not receive advice or any recommendation relating to the purchase of a policy from us.

### Awareness of Policy Terms

When a policy wording is issued it is your responsibility to read it carefully, as it is that document and the schedule that make up the policy which you have purchased. If you are in doubt over any policy terms and conditions, please contact us promptly.

### Statement of Demands and needs

This product meets the demands and needs of those who wish to ensure that the veterinary needs of their pet are met throughout the duration of the policy and at the level of cover selected (as shown in the policy schedule).

### Who regulates us?

Ultimate Pet Partners Limited (FCA No. 493636) is an Appointed Representative of Ultimate Insurance Solutions Limited (FCA No 311368) who are authorised and regulated by the Financial Conduct Authority (FCA).

Ageas Insurance Limited are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

You can check this information on the Financial Services Register by visiting [www.fsa.gov.uk/register/firmSearchForm.do](http://www.fsa.gov.uk/register/firmSearchForm.do) which includes a register of all the firms they regulate or by contacting the FCA on 0800 111 6768.

Cover is offered from Ultimate Insurance Company Limited and Ageas Insurance Limited in respect of this type of insurance.

Ultimate Insurance Company Limited (FCA No. 522727) is authorised and regulated by the Gibraltar Financial Services Commission under the Insurance Companies Act 1987 of Gibraltar and is a member of the UK's Financial Services Compensation Scheme and the Association of British Insurers. Registered in Gibraltar at: Suite 913, Europort, Gibraltar.

### Who owns us?

Ultimate Pet Partners Limited, Ultimate Insurance Solutions Limited and Ultimate Insurance Company Limited are wholly owned subsidiaries of Ultimate HC Limited, which is registered in England No. 7440046. Registered address 5<sup>th</sup> Floor, The Connect Centre, Kingston Crescent, Portsmouth, Hampshire, PO2 8DE.

### What to do if you need to complain?

Please email our Complaints Department at [complaints@ultimateservices.co.uk](mailto:complaints@ultimateservices.co.uk) or telephone 0330 102 5741.

Or, write to The Complaints Department, Ultimate Pet Partners, 5<sup>th</sup> Floor, The Connect Centre, Kingston Crescent, Portsmouth, Hampshire, PO2 8DE.

If your complaint is in respect of Third Party Liability (Section 9), write to Ageas Insurance Limited, Commercial Insurance Claims Centre, 1 Port Way, Port Solent, Portsmouth, Hampshire, PO6 4TY or call on 0344 748 0117.

If you are not satisfied with the final decision, you may refer your complaint to the Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR, telephone 0800 023 4567 from a landline or 0300 123 9123 from a mobile phone. Details on how to progress your complaint with the Financial Ombudsman Service can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

Full details of our complaints procedure can be found in our policy wording, a copy of which is available on request.

**Client Money (as an agent of an insurer)**

We act as agents for the Insurer for the collection of premiums and payment of claims and refunds of premiums. This means that premiums are treated as being received by the Insurer when received in our bank account and that any claims or premium refund is treated as received by you when it is paid over to you.

**Cancellation**

If, once you have agreed to purchase a policy and you find that the cover is no longer required, you can cancel the policy at any time. You must notify us of your request to cancel by phone on 0330 102 5741 or by writing to us at Ultimate Pet Partners Limited, 5th Floor, The Connect Centre, Kingston Crescent, Portsmouth, PO2 8DE. Alternatively you can email us at [cancellations@ultimateservices.co.uk](mailto:cancellations@ultimateservices.co.uk). Upon receipt of your cancellation request we shall cancel your policy as instructed. The charges due following cancellation are outlined below and in your policy document.

**Charges**

In addition to premiums charged by insurers we make the following charges:

Posted Documents	£10.00
Email Version	Free
All Mid-Term Adjustments	£10.00
Rejected Direct Debit	£10.00
Subject Access Request	£10.00
Policy Cancellation (Administration Charge)	£30.00
Payment by Credit Card	1.5% of transaction value

**Policy Cancellation**

Cancellation of the policy between the time you agree to the purchase of the policy until 14 days after the inception date.	Once you have purchased a policy, you have 14 days from the commencement date within which you can cancel the policy and provided no claims have been made, you shall receive a refund of any premium you have paid less the administration charge detailed in Ultimate's Terms of Business as shown above. If you wish to cancel your policy, please contact Ultimate's offices using the details above. Upon receipt of your cancellation request we shall cancel your policy.
Cancellation of the policy at any other time.	If you wish to cancel your policy after 14 days from the commencement date and provided no claims have been made, a pro-rata charge for your period on cover will be made as well as the administration charge detailed in Ultimate's Terms of Business as shown above. If you wish to cancel your policy, please contact Ultimate's offices using the details above. Upon receipt of your cancellation request we shall cancel your policy.
Cancellation of the policy with claims.	If you wish to cancel your policy and a claim has been made, including if your pet has died, is stolen, has strayed or a claim is made against you, the remaining premium for the policy year will be charged in the month of the cancellation. If you wish to cancel your policy, please contact Ultimate's offices using the details above. Upon receipt of your cancellation request we shall cancel your policy.

**Payment Default**

Rejected Direct Debits	In the event of a payment default, you have 7 days from the date of default to contact us and arrange payment. If payment is not received your policy will be cancelled from the default date. A pro-rata charge for your period on cover will be made or where a claim has been made, the remaining premium for the policy year will be charged. An administration charge will be made as detailed above.
Cancelled Direct Debits	In the event your Direct Debit is cancelled, you have 7 days from the date the policy is cancelled to contact us to arrange payment and provide us with valid bank details. If payment is not received, your policy will be cancelled from the date we are notified by your bank that the Direct Debit is cancelled. A pro-rata charge for your period on cover will be made and an administration charge will be made as detailed above. Where a claim has been made, the remaining premium for the policy

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year will be charged.

#### **Renewal**

All our policies are monthly policies – they run for 12 consecutive calendar month periods effective from the commencement date. Before the end of each 12 month period we will contact you by email or by post where no valid email address is provided, to inform you about any changes to the premium and/or policy terms and conditions for the next 12 months. As this is a monthly contract, the policy will automatically continue for each month for which you have paid the premium due.

If you pay your premium by Direct Debit there is no need for you to take further action, your policy will automatically continue at the end of the 12 month period, subject to policy terms and conditions. A further 12 equal monthly payments will be taken, reflecting the premiums stated within your renewal documentation. If you pay by debit or credit card you need to contact us to make payment before the renewal date.

If you do not wish your policy to renew at the end of the 12 month period, you should cancel your Direct Debit or continuous credit card mandate.

If You pay Your premium by credit/debit card and have agreed to allow Us to collect the renewal payment automatically each year, unless we hear from You, Your policy will automatically renew at the end of the 12-month period. If You pay by Continuous Annual Payment on a credit card, and Your payment details change, Your card provider may provide Us with updated card details. We will use these new details at Your next renewal in order to help prevent any interruption to Your cover, unless otherwise stated by You. Failure to update us with new details may result in continuous cover being stopped.

Ultimate Pet Partners Limited may change the underwriter or administrator of your policy at renewal. If this happens you will be notified of any changes when your renewal documents are sent to you. If you do not want us to change the underwriter you must notify us and we will not be able to renew your policy.

Your renewal documents will be sent to you by email at least 14 days before the renewal date of your policy. We will email the last email address given to us by you. We are unable to prevent these from going into your spam or junk folders so please check these folders as well as your current inbox. If your email address changes between the policy start date and renewal date please inform us so that we can keep your record up to date.

If you have not provided us with an email address, we will post renewal documents to your last known address.

#### **Call Recording and Monitoring**

We record and/or monitor telephone conversations to ensure consistent service levels, to prevent/detect fraud and for training purposes.

#### **The information you gave us**

We rely upon the information you provide to us to decide whether to insure your pet and the terms and conditions under which we will offer cover. English Law states that you must give us honest and accurate answers to the questions we ask during the application process, such as all known factors relating to the health, condition and behaviour of your pet in answer to our questions. This is important as it may influence any decisions we make regarding your application. You must use reasonable care in response to the questions and statements concerning this insurance. If you fail in your duty of taking reasonable care not to make a mis-representation to us, we may exercise certain remedies which include cancelling this policy, retaining premiums or reducing the benefits due in the terms of the policy.

#### **Fraud Prevention and detection**

In order to prevent and detect fraud we may at any time:

- Share information about you with other organisations and public bodies including the Police;
- Check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this.

We and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for you and members of your household;
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies;
- Check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity;
- Undertake credit searches and additional fraud searches.

**General**

You have the right to see personal data that we keep about you upon receipt of a written request and payment of a fee (please refer to table of charges above – Subject Access Request). If you are concerned that any of the information we hold on you is incorrect, or if you need to change any of your registered details, please contact us.

**Data Protection**

For Data Protection Act (1998) purposes, Ultimate Pet Partners Limited is the data controller. We will hold and process your personal data for insurance administration and marketing. For this purpose the information may also be passed to other companies in the Group, to employees, agents and any other appointed third parties of the Group to administer any accounts, products and services provided to you by the Group now or in the future; to the administrators and underwriters of this insurance; appointed third parties who (on our behalf) profile our data so that we may tailor the goods/services we offer to your specific needs; to other organisations for the administration of prize draws or competitions; to anyone to whom we transfer or may transfer our rights and duties under our agreement with you; and to authorities such as the police if we are under a duty to disclose or share the information we hold. We also have the right to inform the relative authorities or share your personal data information with the Insurance Fraud Investigators Group (IFIG) or other relevant Fraud authorities where it is deemed necessary.

You understand that all personal data you supply must be accurate.

**If you would like any other person to discuss your policy or make amendments then we must have your permission.**

**Law applicable to this policy**

You and we are free to choose the law applicable to this contract, but in the absence of agreement to the contrary the law of the country in which you are resident at the time of the contract will apply. If you are not resident in the United Kingdom, the law which will apply will be the law of England and Wales.

All our communication with you will be in English.

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

If we are unable to meet Our liabilities you may be entitled to compensation under the Financial Services Compensation Scheme (FSCS). Further information about compensation scheme arrangements is available at [www.fscs.org.uk](http://www.fscs.org.uk), by emailing [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk) or by phoning the FSCS on 0207 741 4100 or 0800 678 1100.

A specimen policy is available on request. For full policy terms and conditions please see your policy wording.