

## About AAIS

### Welcome to Automobile Association Insurance Services

Thank you for choosing to insure your van with us. Your policy booklet, schedule and statement of insurance include everything you need to know about your van insurance cover. Alternatively, you can always contact our experienced customer service agents who are there to help you.

The AA is able to offer you more than just great deals on van insurance. If you want more information on our other products, we can help you. Either call us or visit our website on theAA.com.

#### 1. Who regulates us?

We (Automobile Association Insurance Services Limited (AAIS), Fanum House, Basing View, Basingstoke, Hampshire, RG21 4EA) are authorised and regulated by the Financial Services Authority (FSA). The FSA is the independent watchdog that regulates financial services. Our permitted business is that of an insurance intermediary dealing in and arranging contracts of general insurance. You can check this by visiting [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

#### 2. Which companies do we deal with?

Please note when receiving your premium and making a refund to you, we act as agent for your insurer.

We deal with products from a range of insurers to provide a fair analysis of the market for Motorcycle Insurance. If you have selected to purchase any of the following additional products (for which separate terms and conditions apply) we have chosen to deal exclusively with:

- Axa Insurance for Legal Expenses Cover
- Acromas Insurance Company Limited for Van Hire
- Automobile Association Limited for Van Rescue

#### 3. Which service will we provide you with?

You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice on how you wish to proceed.

#### 4. If you need to complain

It is always our intention to provide the best possible standard of service however if something does go wrong, we'd like to know about it. We'll do our best to resolve it for you as quickly as possible and the following process has been arranged.

a) If your complaint is about AA Insurance Services

There are several ways you can contact us:

- Phone: 0844 836 1128
- Fax: 0844 836 0002
- Email: [AAinfo@directchoice.co.uk](mailto:AAinfo@directchoice.co.uk)
- Post: The Operations Manager, AA Insurance Services, Newmarket, Suffolk CB8 9FT
- Textphone: 01638 569565

We'll acknowledge your complaint within five working days. If we can't respond fully then we'll tell you who is dealing with it and when you'll hear from them. We'll do our best to respond fully within four weeks. If this isn't possible, we'll tell you why and when you can expect a full response.

If you remain dissatisfied with the final response to your complaint with AAIS you can contact the Financial Ombudsman Service for help and advice.

- Phone: 0845 080 1800
- Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- Post: Insurance Division Financial Ombudsman Service  
South Quay Plaza, 183 Marsh Wall, London E14 9SR

Please make sure you always quote your policy number from your certificate of insurance. This complaints procedure does not affect your statutory rights.

## 5. Are we covered by the Financial Services Compensation Scheme (FSCS)?

AAIS is covered by the Financial Services Compensation Scheme. You may be entitled to claim compensation from the scheme if AAIS cannot meet its obligations. This depends on the type of business and circumstances of the claim.

Insurance arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without upper limit. For compulsory classes of insurance, insurance arranging is covered for 100% of the claim without upper limit.

You can learn more about this scheme at [www.fscs.org.uk](http://www.fscs.org.uk) and by phoning 020 7892 7300.

## 6. What will you have to pay for our services?

In order to cover the costs incurred, we charge £12 each time a cheque or payment is unpaid. If you know you will not have funds to meet a payment, call us at least five days prior to the payment date and we will be pleased to delay presentation to assist. You should also note that we will not be responsible for any fines or costs that you incur resulting from late delivery of, or incorrect information on, any documentation relating to your insurance. We charge for payment by instalments – please refer to your payment options. We make a charge of £25 for mid-term adjustments and duplicate documents.

An administration charge of £25 is required for policies cancelled within the first 14 days, this will increase to £50 after the 14 day 'cooling off' period. We reserve the right to apply an administration fee for retrieval and copying of recorded telephone conversations.

## 7. Automatic renewals

If you are paying by instalments via Premium Funding Ltd, the policy (Van insurance and where applicable Legal Expenses, Van Hire and Van Rescue) will be renewed automatically with your existing insurer if we are able to do so and in the absence of your instructions at renewal to the contrary.

## 8. Legal representation

If, as a result of an accident that was not your fault, you require legal representation, AAIS will arrange for their preferred solicitors to act for you. The solicitors have been chosen as experts in this particular field and regular preferred supplier status payments are made by the solicitors to AAIS. We comply with the rules on Referrals of Business as set down by the Solicitors Regulation Authority. The solicitors to whom we refer you are independent professionals from whom you will receive impartial and confidential advice.

## 9. Collection and use of data

Any personal data you provide will be held securely and in accordance with the Data Protection Act 1998. We will use your personal data for the purpose(s) for which you have provided it. It may also be used for marketing, offering renewals, research and statistical purposes and crime prevention.

We may however need to disclose personal data to a third party so that the service you requested could be provided. It may also be necessary to transfer it to countries outside the European Economic Area. Where this happens, we will endeavour to ensure that any recipient of your data will treat it with the same level of protection as we would.

Your data may be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing compliance with any regulatory rules/codes.

If you give us information about another person, in doing so you confirm that they have given you permission to provide it to us to be able to process their personal data (including any sensitive personal data) and also that you have told them who we are and what we will use their data for, as set out in this notice.

In the case of personal data, with limited exceptions, you have the right to access and if necessary rectify information held about you by formal written application to The AA's Data Protection Officer, at Fanum House, Basing View, Basingstoke, RG21 4EA.

By providing us with your personal data and contact details, you consent to the use of that data and to your being contacted by any AA Group company, including Automobile Association Personal Finance Limited and the Acromas Group of companies, by post, telephone, e-mail, SMS or other electronic means, to inform you about products and services which it considers may be of interest to you. However you can contact the AA Data Protection Officer in writing at any time to suppress some or all AA products.