

Parksure © is a Trading Style of Cass-Stephens Insurances Ltd.

Cass Stephens Insurances Ltd
Regency House, 21 Spa Road, Gloucester,
GL1 1UY

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?

- We offer products from a range of insurers.
- We can only offer products from a limited number of insurers.
Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer, Ecclesiastical Insurance Office Plc. for Park Home Insurance.

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs for Residential Park Home Insurance.
- You will not receive advice or a recommendation from us for Residential Park Home Insurance. 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 about how to proceed.

4. What will you have to pay us for our services?

- A fee.
- No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

Cass Stephens Insurances Ltd, Regency House, 21 Spa Road, Gloucester is authorised and regulated by the Financial Services Authority. Our FSA Register number is 310323.

Our permitted business is advising on and arranging general insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/ or by contacting the FSA on 0845 606 1234.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

- ... in writing Write to Parksure Department C/o Cass Stephens Insurances Ltd, Regency House, 21 Spa Road, Gloucester. GL1 1UY
- ... by phone Telephone 01452 314413

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

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

Key Protection Policy Summary

Some important facts about your Key Protection insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides.

Insurer : Groupama Insurance Company Limited

Your cover is valid for one year.

Significant Features and Benefits	Significant and unusual exclusions or limitations	Relevant section in the policy document
<p>Key Protection Cover</p> <p>This policy provides you with £1500 worth of insurance cover in the event that any of your keys attached to the provided fob are either lost, stolen or damaged. The main benefits are as follows:</p> <ol style="list-style-type: none"> 1. £1500 annual cover for locksmith charges, new locks and keys, car hire and onward transport costs. 2. Up to 3 days car hire if you are stranded or your car is unusable as a result of lost, stolen or damaged keys. 3. 24 hour 365 days a year Emergency Helpline. 4. £10 reward payable to the finder of your keys. 5. Any key attached to the fob is covered. 6. There is no excess payable. 7. You can make a claim on this policy without affecting your "No Claims Bonus" on your other insurance policies. 	<p>The following points are important and relate to the cover:</p> <ol style="list-style-type: none"> 1. Keys are only covered if attached to the key fob provided by Boomerang-Tag (unless you have already notified us that the fob has been lost or damaged and are awaiting a replacement, in which case we will cover keys we are satisfied would otherwise have been attached). 2. The total value of claims in any one year may not exceed £1500. 3. All receipts should be retained and attached to the claims form. 4. Keys will not be considered irrecoverable until lost for at least five days. 5. Keys attached to the fob must have been lost, stolen from or damaged by the Policyholder or by a member of the Policyholder's family living at the same address. 6. The Policyholder must notify Boomerang-Tag within 30 days of any loss, damage or theft. 7. Consent must first be obtained from Boomerang-Tag for car hire. The car may not be in excess of 1600cc. 8. Locks damaged prior to the loss or theft of keys will not be covered. 9. Replacement locks shall not be of a higher standard than those replaced. 10. A maximum of £50 will be paid per incident where keys are locked inside property or where a key breaks in a lock or ignition. 11. Cover is subject to all the Terms and Conditions contained in the policy document, underwritten by Groupama Insurance Company Limited. 	<p>Terms and conditions of policy</p>
<p>Helpline</p> <p>We provide a 24 hour, seven days a week Helpline service.</p>		<p>Terms and conditions of policy</p>

Cancellation Right

We hope you are happy with the cover this policy provides. However, you have the right to cancel it at any time. If you cancel within 14 days of inception or renewal (or the date of receiving the full terms and conditions if later) then the premium will be refunded provided that you have not made any claim.

Making a Claim

Call the Key Protection Helpline on 0871 230 1213.

Please quote the reference number found on the reverse of your fob or written on the pop-out card:

The following information will be required:

Policy reference as above.

Your name.

Your address.

Details of the loss, theft or damage to your keys.

Complaints Procedure

We will always do our best to ensure your complete satisfaction, however if you wish to make a complaint, please write to the Chief Executive, Boomerang-Tag Ltd, Kircam House, 5 Whiffler Road, Norwich NR3 2AG. Tel: 0871 230 1213. If you are not satisfied with the way the complaint has been dealt with, you should write to The Claims Manager, Qdos Broker & Underwriting Services Ltd, Qdos Court, Rossendale Road, Earl Shilton LE9 7LY. If this does not resolve the matter you can contact the insurers, Groupama Insurance Company Ltd, 24-26 Minorities, London EC3N 1DE. If you are still not satisfied, you can contact the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Walk, London E14 9SR. Tel: 020 7964 1000. The complaints procedure does not affect any legal rights you may have.

Groupama Insurance Company Ltd is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 100% of the first £2000 and 90% of the remainder of the Claim. You can get more information about compensation scheme arrangements from the FSCS.