

# Extra information

## Three Insurance Full Cover



Insurance

### Demands and needs

Three Insurance Full Cover meets your demands and needs if you wish, in the future, to have your mobile device or accessories repaired or replaced if they are lost, stolen or accidentally damaged or suffer a failure after the manufacturer's warranty ends.

### Insurance Intermediary

Hutchison 3G UK Limited ("Three") is appointed to sell this insurance by SquareTrade Limited which is an insurance intermediary authorised and regulated by the Financial Conduct Authority (reference number 538538). You can find SquareTrade Limited on the FCA Register at <https://register.fca.org.uk/>. SquareTrade Limited is a company registered in England and Wales and has its registered address at 5 Golden Square, London, W1F 9BS. Hutchison 3G UK Limited is a company registered in England and Wales with company number 3885486. Registered Office Star House, 20 Grenfell Road, Maidenhead, Berkshire SL6 1EH.

SquareTrade Limited has sold and arranged this policy with a sole provider, Starr International (Europe) Limited, whose registered office address is at 30 Fenchurch Avenue, London EC3M 5AD. Company number 9654797. Starr International (Europe) Limited is authorised by the Prudential Regulation Authority ("PRA") and regulated by the Financial Conduct Authority ("FCA") and the PRA. SquareTrade Limited acts as administrator on behalf of Starr International (Europe) Limited.

### How to make a Claim

If you wish to make a claim, please contact SquareTrade Limited, the administrator, at any time 24/7 via our online claims portal at [www.three.co.uk/insurance](http://www.three.co.uk/insurance), or call us on 0333 338 1067 (standard call charges apply) between 08.00 GMT and 21.00 GMT Monday to Friday, or 08.00 GMT to 18.00 GMT on Saturday and Sunday.

### How to make a Complaint

If you wish to make a complaint, please contact SquareTrade Limited, the administrator, using the following contact details:

Phone: 0333 338 1067

Email: [threeinsurance@squaretrade.co.uk](mailto:threeinsurance@squaretrade.co.uk)

Write to: Three Insurance Customer Experience Manager, SquareTrade Limited, 5 Golden Square, London, W1F 9BS

On receiving your complaint we will attempt to resolve it as quickly as possible. If your complaint can't be resolved within three (3) working days, we will contact you to let you know who will be handling your complaint and what the next steps will be. Step 2: We will deal with any concerns you may have as quickly as we can, and wherever possible within eight (8) weeks of receiving your complaint as required by the Financial Conduct Authority.

Once you have received your final response from us, and if you are still not satisfied, you have the right to refer your complaint to: Financial Ombudsman Service Exchange Tower, Harbour Exchange, London, E14 9SR Tel: 0800 023 4567 Website: <https://www.financial-ombudsman.org.uk/contact-us/complain-online>. This procedure will not prejudice your right to take legal proceedings. However, please note that there are some instances when the Ombudsman Service cannot consider complaints. A leaflet detailing our full complaints/appeals process is available on request.

### Change of insurance provider

From time to time Three may decide to change the insurance company that provides the cover under your policy. If Three does this, your existing policy will be replaced with a new policy and Three or the new insurance provider will write to you at least sixty (60) days in advance, with details of the new insurance provider and any changes to your insurance cover. In these circumstances your information will be provided to the new insurance provider for this purpose.

### Governing Law

Three Insurance is governed by English Law.