

Business Mobile Device Insurance

Insurance Product Information Document

Company: UK General Insurance Limited

Product: Ultimate Cover

This document provides a summary of the key information relating to this insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

What is this type of insurance?

Business Mobile Device Insurance covers the cost of repair or replacement should your device be damaged, breaks down, lost or stolen.

This insurance is arranged by Insurance 2 Go Business which is a trading name of Square Pound Limited and underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Firm Reference No. 769884. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request



What is insured?

- ✓ The sum insured and limits, as confirmed in your quote, and Certificate Schedule.
- ✓ Accidental damage
- ✓ Loss (excluding desktops)
- ✓ Theft
- ✓ Breakdown
- ✓ Malicious damage
- ✓ Unauthorised usage up to £1000
- ✓ Accessories Cover up to £150
- ✓ Worldwide Cover



What is not insured?

- ✗ Any mobile device that is not stated on the Certificate Schedule or Equipment Schedule.
- ✗ The policy excess on every claim.
- ✗ Any claim for loss of desktops.
- ✗ Any claim for a device not owned by you or where you cannot provide proof of purchase or proof of exchange.
- ✗ Any claim involving theft or malicious damage unless you have reported the incident to the appropriate authorities as soon as reasonably possible following the discovery of the theft or malicious damage and you have obtained an appropriate incident number.
- ✗ Any theft of your device from any premises, building, land or vehicle unless force resulting in damage to the building, premises or vehicle was obtained to gain entry or exit.
- ✗ Any theft of your device left unattended in a public place to which the public has regular access.
- ✗ Any claim if your device was purchased;
 - from a retail or sales outlet situated outside of the United Kingdom.
 - second hand
- ✗ Any theft or accidental loss of, or accidental damage to your device whilst in the possession of anyone else other than you or the authorised user.
- ✗ Any accidental damage, malicious damage or breakdown claim where the IMEI number or serial number cannot be determined from your device.

- ✗ Any kind of damage whatsoever unless your damaged device is provided to your scheme administrator for repair.
- ✗ Any loss, damage or liability where your mobile phone is not fitted with an active functioning SIM or where your network provider cannot verify the handset has been in use since policy inception and up to the event giving rise to the claim.



Are there any restrictions on cover?

- ! You must be a permanent resident within the UK.
- ! Theft and claims must be reported to the police and a crime or lost property reference number obtained.
- ! You must ensure the equipment is operated and serviced as per the manufacturer's instructions



Where am I covered?

- ✓ Your policy will cover your devices within the UK during the period of cover.
- ✓ We will also provide cover for portable devices worldwide.
However please note that all claims administration, repairs and/or replacement will take place in the UK only.



What are my obligations?

- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based.
- If you become aware that information you have given to us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.
- You must follow our claims process which can be found in your policy documentation.



When and how do I pay?

Monthly or Annually in advance, by your chosen payment method from the options provided.



When does the cover start and end?

Your cover will start on the date of purchase and the policy will continue monthly/annually and will automatically renew unless you tell us otherwise.



How do I cancel the contract?

You may cancel the policy at any time via the Policy Administrator.

If you cancel within the first 14 days of receipt of the policy documentation, providing there has been no claim or incident likely to give rise to a claim, we will refund any premium paid.

If you cancel this policy after 14 days of receipt of the policy documentation, if there has been no claim (or claim pending) during the current Period of Insurance, we will calculate the pro-rata premium for the period you have been insured and refund any balance.