

Important Information About CoverMe4 Insurance

CoverMe4 My Insulin Pump is a trading name of Burnett & Associates Limited who are authorised and regulated by the Financial Conduct Authority (FCA) under firm reference number 305511 in respect of arranging Insulin Pump insurance and are the policy and claims administrator of CoverMe4. Burnett & Associates Limited's registered address is 3000 Lakeside, North Harbour, Western Road, Portsmouth, PO6 3FQ.

Burnett & Associates Limited have arranged CoverMe4, Insurance with SA Meacock and Company Limited, registered office is: Hasilwood House, 60 Bishopsgate, London, EC2N 4AW registered in England and Wales Company No. 3251910 and are subject to regulation by the FCA and Prudential Regulation Authority under Firm Reference No. 204959.

These details can be checked on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register or by calling them on 0800 111 6768.

We take regulatory responsibility seriously to ensure that our communications with you regarding CoverMe4 Insurance are clear, fair and not misleading.

What to do if you have a complaint:

If you are not happy with the service, in the first instance, please write to the Customer Relations Manager of the administrator. Their contact details are:

FAO: Customer Relations Manager

Burnett & Associates Limited,
3000 Lakeside, North Harbour, Western Road, Portsmouth, PO6 3FQ

Tel: 0333 999 7904 (local rate call)
E-mail: myinsulinpump@coverme4.co.uk

Alternatively, you may contact the complaints team at Lloyd's:

Lloyd's Complaints

Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, Kent, ME4 4RN

Telephone: 020 7327 5693
Fax: 020 7327 5225
E-mail: complaints@lloyds.com
Website: www.lloyds.com/complaints

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help" available at www.lloyds.com/complaints and are also available from the above address.

You have the right to contact the Financial Ombudsman Service at any time: The Financial Ombudsman Service, Exchange Tower, London E14 9SR, United Kingdom. Telephone: 0300 0123 9123. Email: complaint.info@financial-ombudsman.org.uk. Web Address: www.financialombudsman.org.uk

If you wish to complain about an insurance policy purchased online you may be able to use the European Commission's Online Dispute Resolution platform, which can be found at the following address: <http://ec.europa.eu/consumers/odr>

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.