



CITYWEST HOMES

Peace of mind at an affordable cost

# home contents insurance



**A special service for council  
tenants and leaseholders of  
City of Westminster**



**City of Westminster**

# Tenants and Leaseholders Home Contents Insurance Scheme Application Form

(Subject to the terms, exclusions and conditions of the policy, a specimen of which is available on written request).

- Before you fill in the form, read the declaration at the end.
- Make sure that you answer all the questions as fully as possible.
- Please return the whole completed form to Wessex Administration Services.

**Please keep a copy of this form together with any information you send with it. Or you can ask for a copy from the insurance company within three months of taking out insurance.**

This form is used to work out your insurance premium and whether you can be insured. Please include all information. If you are in any doubt about whether to include information, please include it.

**If you do not it may mean that any claim you make is turned down.**

Your full name (Mrs/Ms/Miss/Mr/other) (The person(s) to be insured)

\_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone no. \_\_\_\_\_ Date of birth \_\_\_\_\_

If you are over 60, please tick box

Your Job (please state if retired) \_\_\_\_\_

Are you a tenant or a leaseholder of the council? YES  NO

Required start date (must be a Monday) \_\_\_\_\_

The amount of insurance required (your sum insured) to the nearest £1,000 £ \_\_\_\_\_

Do you require Accidental Damage cover? YES  NO

If you have a spouse or partner living with you, please complete the following questions about them:

Their full name \_\_\_\_\_

Their job \_\_\_\_\_

Insurance starts when landlord/administrator informs you that you have been accepted onto the scheme. You will be sent a policy booklet and schedule which will confirm the sum insured, premium and start date. It is important that the sum insured chosen (in round sums of £1000) is sufficient to cover the full replacement cost of all your household goods and personal effects.

**PLEASE ANSWER ALL THE QUESTIONS BELOW. WE CAN ONLY CONSIDER YOUR APPLICATION ONCE THESE QUESTIONS HAVE BEEN ANSWERED. PLEASE USE CAPITAL LETTERS WHEN FILLING IN THIS FORM**

**TO BE ANSWERED BY THE APPLICANT** (please tick the correct box in answer to the questions below) We can only consider your application once ALL these questions are answered in full.

1. Is your home self-contained with its own separate lockable front door? YES NO
2. Is this property your permanent home and occupied only by yourself and members of your immediate family normally living with you? YES NO
3. Does the amount of insurance you have chosen cover the full cost of replacing all your household goods and personal belongings? YES NO

If you have answered NO to any of the above questions, please give more details below (use a separate sheet if more space is needed).

\_\_\_\_\_

\_\_\_\_\_

4. Do you regularly leave your home empty or unattended for more than 60 days? YES NO
5. Is your home used for running a business? YES NO
6. Have you or anyone living with you ever been refused insurance, had insurance cancelled or had special terms imposed by an insurer? YES NO

If you have answered YES to any of the above questions, please give more details below (use a separate sheet if more space is needed).

\_\_\_\_\_

\_\_\_\_\_

7. Have any incidents occurred in the last five years which would have caused you to make a claim for household contents or personal effects, whether or not you were insured at the time? YES NO

If you have answered YES to the above question, please give us the following information (use a separate sheet if more space is needed):

Date(s) of incident(s) \_\_\_\_\_

What caused the loss (theft, water damage etc.)? \_\_\_\_\_

Value of goods lost or damaged \_\_\_\_\_

Were you insured at the time? \_\_\_\_\_

If so, how much did the insurers pay in settlement of the claim? \_\_\_\_\_

8. If you have had a burglary in the last five years please state  
How entry was gained? \_\_\_\_\_  
What additional security has been installed since the incident? (extra locks, alarms etc.) \_\_\_\_\_

9. Have you or anyone living with you ever been convicted or charged with any offence, other than motoring offences, or is any prosecution or police enquiry pending? YES NO

If you have answered YES to the above question, please tell us:

Date of conviction or charge \_\_\_\_\_

Nature of offence \_\_\_\_\_

Penalty received (amount of fine, length of sentence etc.) \_\_\_\_\_

Your age at the time \_\_\_\_\_

## Important notice - Information we need to know about

You must take reasonable care to provide complete and accurate answers to the questions we ask. Please read any assumptions carefully and confirm if they apply to your circumstances.

If any of the information provided by you changes after you purchase your policy and during the period of your policy please provide your insurer with details.

If the information provided by you is not complete and accurate:-

- we may cancel your policy and refuse to pay any claim, or
- we may not pay any claim in full, or
- we may revise the premium, or
- the extent of the cover may be affected

The Insurer recommends you keep a record (including copies of letters) of all information provided to the insurer for your future reference. A copy of the completed application form will be supplied on request within a period of three months after its completion.

**PLEASE READ THE DECLARATION BELOW CAREFULLY BEFORE SIGNING IT**

### Declaration

- I/We understand the contents of this completed application and I/we declare that the information given is, to the best of my/our knowledge and belief correct and complete.
- If the risk is accepted I/We undertake to pay the premium when called upon to do so.
- I/We understand that my/our information may also be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing the insurer's compliance with any regulatory rules/codes.
- I/We have read the information overleaf under the heading "Important information".

You must declare the full value of goods or property insured. Failure to do so may invalidate your policy or reduce claims settlements.

Applicants signature(s)

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Joint applicants should both sign unless they are married to each other.

Date

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### Special note

If during the period of your insurance cover, your home is likely to be unoccupied (e.g through hospitalisation, extended holiday) for more than 60 days in a row you will have to advise Wessex Administration.

## Payment method

I wish to pay the premium (tick box)

- Weekly** by cash at any Post Office or Payzone outlet
- Fortnightly** by cash at any Post Office or Payzone outlet.
- Monthly** by cash at any Post Office or Payzone outlet.
- Monthly** by Direct Debit.
- Annually** by Cheque, Postal Order or Debit/Credit card.

If you have ticked Annually or Monthly please now complete the relevant section on this page.

## ONLY FILL IN THIS PART IF YOU ARE PAYING ANNUALLY THROUGH YOUR BANK CREDIT/ DEBIT CARD.

I hereby authorise Wessex Administration Services Limited to collect my annual premium through my Bank Debit/Credit Card.

**ACCESS**  **VISA**  **SWITCH** issue No.

Card No.

Expiry Date:

Signature(s):

Date:

## ONLY FILL IN THIS PART IF YOU ARE PAYING BY MONTHLY DIRECT DEBIT

### Insurance payment plan

Instruction to your Bank or Building Society to pay Direct Debits

1. Name and full postal address of your Bank or Building Society branch.

To: The Manager

Bank/Building Society

Postcode

2. Name(s) of account holder(s):

3. Branch sort code: (from the top right hand corner of your cheque)

-    -

4. Bank or Building Society account number:

Banks and Building Societies may not accept Direct Debit instructions for some types of account.

### Originator's Identification Number



5. Reference Number (for office use only)

6. Instruction to your Bank or Building Society:

Please pay Wessex Administration Services Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Wessex Administration Services Limited and, if so, details will be passed electronically to my Bank or Building Society.

Signature(s):

Date:

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Wessex Administration Services Limited will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request Wessex Administration Services Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by Wessex Administration Services Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Wessex Administration Services Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

# IMPORTANT INFORMATION

## Data Protection Act – Information uses

For the purposes of the Data Protection Act 1998 the Data Controller in relation to any personal data you supply is Aviva Insurance Limited.

## Fraud Prevention and detection

In order to prevent and detect fraud we may at any time:

- Share information about you with other organisations and public bodies including the Police;
- Undertake credit searches and additional fraud searches;
- Check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this.

We can supply on request further details of the databases we access or contribute to.

We and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for you and members of your household;
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies;
- Check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity.

## Insurance administration

Your information may be used for the purposes of insurance administration by the insurer, its associated companies and agents, by reinsurers and your intermediary. It may be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing the insurer's compliance with any regulatory rules/codes. Your information may also be used for research and statistical purposes and crime prevention. It may be transferred to any country, including countries outside the European Economic Area for any of these purposes and for systems administration. Where this happens, we will ensure that anyone to whom we pass your information agrees to treat your information with the same level of protection as if we were dealing with it.

If you give us information about another person, in doing so you confirm that they have given you permission to provide it to us and for 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, and on payment of the appropriate fee, you have the right to access and if necessary rectify information held about you.

In assessing your application, the insurer may undertake checks against any publicly available information (such as electoral roll, county court judgements, bankruptcy orders or repossessions). Similar checks may be made in assessing any claims made.

Information may also be shared with other insurers either directly or via those acting for the insurer (such as loss adjusters or investigators).

## Sensitive data

In order to assess the terms of the insurance contract or administer claims that arise, the insurer may need to collect data that the Data Protection Act defines as sensitive (such as medical history or criminal convictions). By proceeding with this insurance, you will signify your consent to such information being processed by the insurer or its agents.

## Claims history

- Under the conditions of your policy you must tell us about any insurance related incidents (such as fire, water damage, theft or an accident) whether or not they give rise to a claim. When you tell us about an incident we will pass information relating to it to a database.
- We may search these databases when you apply for insurance, in the event of any incident or claim, or at time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim.

You should show these notices to anyone who has an interest in the insurance under the policy.

## Choice of law

The Law of England and Wales will apply to this contract unless:

- 1) You and the Insurer agree otherwise; or
- 2) At the date of the contract you are a resident of (or, in the case of a business, the registered office or principal place of business is situated in) Scotland, Northern Ireland, Channel Islands or the Isle of Man, in which case (in the absence of agreement to the contrary) the law of that country will apply.

## Cost of Insurance

	SUM INSURED	STANDARD COVERS				FULL ACCIDENTAL DAMAGE OPTION			
		WEEKLY	FORTNIGHTLY	MONTHLY DD	MONTHLY PO	WEEKLY	FORTNIGHTLY	MONTHLY DD	MONTHLY PO
Only available to people over 60	£6,000	£1.51	£2.60	£4.73	£5.15	£1.84	£3.26	£6.15	£6.57
	£7,000	£1.69	£2.97	£5.52	£5.94	£2.08	£3.73	£7.18	£7.60
	£8,000	£1.88	£3.33	£6.31	£6.73	£2.31	£4.21	£8.20	£8.62
	£9,000	£2.06	£3.70	£7.10	£7.52	£2.55	£4.68	£9.23	£9.65
	£10,000	£2.24	£4.06	£7.89	£8.31	£2.79	£5.15	£10.25	£10.67
	£11,000	£2.42	£4.42	£8.68	£9.10	£3.02	£5.63	£11.28	£11.70
	£12,000	£2.60	£4.79	£9.46	£9.88	£3.26	£6.10	£12.30	£12.72
	£13,000	£2.79	£5.15	£10.25	£10.67	£3.50	£6.57	£13.33	£13.75
	£14,000	£2.97	£5.52	£11.04	£11.46	£3.73	£7.04	£14.35	£14.77
	£15,000	£3.15	£5.88	£11.83	£12.25	£3.97	£7.52	£15.38	£15.80
	£16,000	£3.33	£6.24	£12.62	£13.04	£4.21	£7.99	£16.40	£16.82
	£17,000	£3.51	£6.61	£13.41	£13.83	£4.44	£8.46	£17.43	£17.85
	£18,000	£3.70	£6.97	£14.20	£14.62	£4.68	£8.94	£18.45	£18.87
	£19,000	£3.88	£7.34	£14.98	£15.40	£4.92	£9.41	£19.48	£19.90
	£20,000	£4.06	£7.70	£15.77	£16.19	£5.15	£9.88	£20.51	£20.93
	£21,000	£4.24	£8.06	£16.56	£16.98	£5.39	£10.36	£21.53	£21.95
	£22,000	£4.42	£8.43	£17.35	£17.77	£5.63	£10.83	£22.56	£22.98
	£23,000	£4.61	£8.79	£18.14	£18.56	£5.86	£11.30	£23.58	£24.00
	£24,000	£4.79	£9.16	£18.93	£19.35	£6.10	£11.78	£24.61	£25.03
	£25,000	£4.97	£9.52	£19.72	£20.14	£6.34	£12.25	£25.63	£26.05
£26,000	£5.15	£9.88	£20.51	£20.93	£6.57	£12.72	£26.66	£27.08	
£27,000	£5.33	£10.25	£21.29	£21.71	£6.81	£13.20	£27.68	£28.10	
£28,000	£5.52	£10.61	£22.08	£22.50	£7.04	£13.67	£28.71	£29.13	
£29,000	£5.70	£10.98	£22.87	£23.29	£7.28	£14.14	£29.73	£30.15	
£30,000	£5.88	£11.34	£23.66	£24.08	£7.52	£14.62	£30.76	£31.18	

You may wish to use the do-it-yourself valuation sheet on page 4, to help work out how much cover you need. The payments shown are Inclusive of Insurance Premium Tax (IPT) at the appropriate rate. Annual premiums are available on request.



Aviva Insurance Limited  
Registered in Scotland No 2116  
Registered Office: Pitheavlis, Perth, PH2 0NH

Authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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**CityWest Homes does not insure your furniture, belongings or decorations against theft, fire, vandalism and burst pipes.**

**You need to take out your own household insurance either with this special scheme arranged by Aon, through Aviva or by making your own arrangements.**

This scheme is open to all Westminster Council tenants and leaseholders (who occupy their home).



### **Payment of the premium**

You will need to decide how you would like to pay the premium. The options available are:

- Weekly, fortnightly or monthly by cash, using a payment card at any Post Office or Payzone outlet.
- Monthly by Direct Debit.
- Annually by cheque, Postal Order or debit/credit card.



### **Insurance for your home contents**

When you take out this insurance your household goods and contents will be insured whilst in your home. The insurance also covers theft of your keys and the contents in your freezer. There is also cover for personal liability.

Accidental damage is not covered as standard other than what is detailed in the enclosed policy summary. However, a full accidental damage option is available at an additional cost (see cost of insurance table and policy summary).



### **Special low, minimum sums insured**

The lowest amount that can be insured is:  
£6,000 if you are over the age of 60  
£9,000 for all other people.



## **New-for-Old insurance**

All your home contents are covered by the policy on a 'new for old' basis, with the exception of linen and clothing which will be replaced at their current cost, less an amount for wear and tear. When you are working out the cost of your insurance, you will need to work out how much it will cost to replace the full contents. **If you under value your contents this will mean that if you claim you will not get the full value of your claim.**



## **What you are covered for**

Please refer to the enclosed policy summary which details the main circumstances that are covered (e.g. fire, theft, water damage). A specimen policy booklet is available on request.



## **How to apply?**

There are two options available to take out cover:

### **Option one - Complete the application form enclosed with this pack.**

Please make sure you answer all the questions on the application and sign the declaration. Please also complete the payments page to show your preferred payment method. If you have any queries about filling in your form, please telephone Wessex Administration Services (the Administrator for the Scheme) on 0845 194 9334.

Once you have completed the form, please post it to Wessex Administration Services, Jewry House, Jewry Street, Winchester, SO23 8RZ.

### **Option two - By telephone**

Cover can be arranged by telephone by calling the Wessex Administration quote line on 01962 892 086. If you choose this method, please ensure you read the policy summary and the important information contained in this pack and query anything you do not understand before proceeding with this insurance.



## Keeping up the payments

- To make sure that you are always covered you must keep up to date with your payments.
- Wessex Administration can cancel the policy if your premium payments fall into arrears.
- You may not be able to make a claim unless your payments are up to date.



## Start date

Insurance starts when Wessex Administration informs you that you have been accepted onto the scheme. Wessex Administration will write to you with details of your insurance payments and the date when you should start paying. You will be notified in writing if for any reason, you have not been accepted into the scheme.

## Special notes

- If during the period of your insurance cover your home is likely to be unoccupied (e.g. if you are in hospital, extended holiday) for more than 60 consecutive days you will have to advise Wessex Administration.
- Remember, it is your responsibility to ensure that the sum insured is sufficient to cover all your household items and personal effects.

**CityWest Homes urges all tenants and leaseholders to take out household insurance, either through our special scheme or by making your own arrangements.**

**If you wish to apply complete the application form enclosed**

## Do-it-yourself valuation of your household contents

Most people find that their household contents are worth more than they think. Please use this page to help value the contents of your property but first read the section on 'new for old' insurance.

Add up the two columns and round the total up to the nearest £1,000, then enter this figure on the proposal form. (Please keep this sheet for future reference).

ROOM/ITEMS	TOTAL VALUE	ROOM/ITEMS	TOTAL VALUE
<b>Items in living room 1.</b> e.g. TV, radio, video, hi-fi, satellite, computer, suite, carpet tables, other furniture, CD's, videos, light fittings, books, ornaments, curtains etc.		<b>Items in bedroom 1.</b> e.g. bed, bedroom furniture, carpet, curtains, light fittings, clock, bedding, jewellery, ornaments, games, toys, towels, computer, etc.	
		<b>Items in bedroom 2.</b> e.g. bed, bedroom furniture, carpet, curtains, light fittings, clock, bedding, jewellery, ornaments, games, toys, towels, computer, etc.	
<b>Items in living room 2.</b> e.g. dining table, chairs, sideboard, other furniture, carpet, curtains, light fittings, ornaments etc.		<b>Items in bedroom 3.</b> e.g. bed, bedroom furniture, carpet, curtains, light fittings, clock, bedding, jewellery, ornaments, games, toys, towels, computer, etc.	
<b>Items in kitchen.</b> e.g. cooker, washer, fridge, freezer, pots & pans, crockery, table, chairs, floor covering, light fittings, ornaments, microwave, toaster, kettle, other electrical items etc.		<b>Items in other room.</b> e.g. vacuum cleaner, tools, lawnmower, gardening equipment etc.	
	£		£

# CityWest Homes household contents policy summary

This is a summary of the policy and does not contain the full terms and conditions of the cover, which can be found in the policy booklet. It is important that you read the policy booklet carefully when you receive it.

## Who is the Insurer?

The Insurer of this policy is Aviva Insurance Limited.

## What is this insurance policy?

This policy protects you against perils such as fire, storm or flood. Some of the covers summarised are optional and these are clearly marked as such. If you have selected any of these options, they will clearly be marked on your policy schedule.

**Contents section** - see policy booklet for details.

## What are the benefits and features of the policy?

Your policy includes the following significant features and benefits, which are explained in detail in your policy booklet.

In addition cover is provided for

- accidental damage to television sets, aerials, video recorders, hi-fi's, home computer equipment, decoders and DVD players (up to the amount insured)
- accidental breakage of mirrors, glass tops, ceramic hobs and fixed glass in furniture or cookers (up to 15% of the amount insured)
- contents temporarily removed from the home (up to 15% of amount insured)
- contents in outbuildings, garages, sheds, greenhouses and cellars (up to £2,000)
- replacement keys and locks for outside doors and alarms of your home if your keys are lost or stolen (up to £250)
- spoilage of food in fridge & freezers (up to the amount insured)
- religious festivals and wedding gifts cover (temporary increase of 15% of the amount insured)
- loss of domestic fuel oil and metered water (up to £1,000)
- alternative accommodation following an insured loss (up to 15% of the amount insured)
- contents at university, college or boarding school (up to £2,500)
- contents in the open within the boundaries of the home (up to £500)
- accidental loss or damage to contents during removal by professional removers (up to the amount insured)
- tenants improvements (up to 15% of amount insured or £2,000, whichever is the greater)
- tenants liability (up to 15% of amount insured)
- personal liability (up to £2,000,000 or £5,000,000 for domestic employees)
- fatal injury benefit (up to £5,000)
- insurance for documents (up to £1,000)
- visitors contents cover (up to £500)
- emergency access (up to £500)
- theft of money by bogus officials (up to £250)

- limit for personal money (£250)
- limit for credit cards (£200) per card
- limit for audio/visual/computer – tapes, records and discs (£1,000) for the total of such items, not per item.
- limit of one third of the amount insured or £5,000, whichever is greater for the total of high risk items (£1,000 per item). Examples of high risk items are pictures, jewellery, watches, photographic equipment, video cameras and personal computer equipment. Please refer to the policy wording for a full definition.

With the **accidental damage option** all other accidental damage occurring in the home that we regard as insurable is covered (up to 25% of the amount insured for any one claim). See page 17 of the policy booklet for details.

**What are the significant or unusual exclusions?** - see policy booklet for details.

You must comply with conditions of the policy explained in the **General Conditions Section** of the policy booklet for cover to apply. These include your duty to take reasonable precautions to prevent loss and actions you must take as soon as you are aware of a possible claim under the policy. See also the **General Exclusions Section** of the policy booklet for those exclusions that apply to all sections.

- certain losses or damage if any endorsement/clause is shown on your policy schedule

- no cover is provided for motor vehicles, caravans, trailers, boats, canoes, surfboards, sailboards, hovercraft, aircraft, gliders and any accessory which is designed to be used with any of these
- no cover is provided for items used for business or professional purposes
- loss or damage by any gradually operating cause
- certain losses or damage when your home is unoccupied or unfurnished for more than 60 days in a row
- theft caused by you, members of your household and paying guests or tenants
- loss or damage caused by any wilful act by your household
- loss or damage caused by storm or flood to hedges, fences or gates covered within the tenants improvements section
- the cost of altering or replacing any items, or parts of items which are not lost or damaged and which form part of a set, suite or other article of the same type, colour or design.
- theft of contents temporarily removed from the home. You are, however, insured for loss or damage caused by theft or attempted theft from any building in which you, or a member of your household, is temporarily residing or employed if this involves somebody using force and violence to break into or out of a building
- theft of money, unless by somebody using force and violence to break into your house

- loss or damage to interior decorations you are not legally responsible for.
- loss or damage to guns and firearms.
- your personal liability involving Firearms unless in connection with shotguns or airguns which you can legally own without possessing a firearm certificate.
- loss or damage to pedal cycles while temporarily away from the home.
- accidental damage other than to the items specifically noted above in **Significant Features and Benefits** but wider cover is available under **Accidental Damage Option** – see policy booklet for full details
- loss or damage to your contents from any cause not listed in the policy booklet.

The following exclusions apply under the **Accidental Damage Option** - see policy booklet for details

- accidental damage occurring outside the house
- damage to contact lenses
- damage caused by vermin, insects, moth, mildew, damp, rust or any process of cleaning, repair or alteration
- damage caused by domestic animals

### **How long does my policy run for?**

Unlike other insurance policies, your policy, under the scheme does not have an annual renewal date. Your policy will remain in force from the date of commencement (or as otherwise shown on your policy schedule) as long as you continue to pay your premium.

You should review the level of benefit that you have chosen on a regular basis to make sure that it is sufficient to cover your needs.

### **What happens if I take out cover and then change my mind?**

You have the right to cancel your policy within 14 days either from the day of purchase of the policy or the day on which you receive your policy documentation, whichever is the later.

If you wish to cancel and the insurance cover has not yet commenced, you will be entitled to a full refund of the premium paid.

### **How do I make a claim?**

For a claim form please contact Wessex Administration Services Limited on 0845 194 9334.

Claims not submitted within 60 days of the incident may be disallowed. Please refer to policy booklet for full details.

### **How do I make a complaint?**

We hope that you will be very happy with the service that we provide. However, if for any reason you are unhappy with it, we would like to hear from you. In the first instance, contact Aviva Tenants Contents Unit, 139 West Regent Street, Glasgow, G2 2SG or call us on 0141 309 5000.

Aviva are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may be entitled to refer it to the independent

body. Following the complaints procedure does not affect your right to take legal action.

**Would I receive compensation if Aviva were unable to meet its liabilities?**

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim.

Aviva Insurance Limited  
Registered in Scotland No 2116  
Registered Office:  
Pitheavlis, Perth, PH2 0NH

Authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and the Prudential Regulation Authority.