

The Holiday Property Bond

Address: HPB House, 24-28 Old Station Rd, Newmarket, Suffolk CB8 8EH

Telephone: 01638 668444

Status Disclosure Information

The Financial Conduct Authority (FCA) is the independent regulator of financial services. Use this information to decide if our services are right for you.

The Holiday Property Bond is an Appointed Representative of Rush Insurance Services Ltd, who are authorised and regulated by the Financial Conduct Authority (FCA), firm registration number is 714385, and which is permitted to arrange general insurance contracts.

The Holiday Property Bond only offers 'Connected' travel insurance from a single insurer. Details of the insurer are available on request. We do not charge fees for our insurance related services. We may receive commission from the product provider.

You WILL NOT receive advice or a recommendation from us for 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.

We always aim to provide a first-class service, however, if you have any cause for complaint any enquiry can be raised either by email to enquiries@rushinsurance.co.uk, in writing to the Customer Service Team, Rush Insurance Services Limited, Beckwith House, 8th Floor, 1 Wellington Road North, Stockport SK4 1AF or by telephoning 0344 482 7760.

Should you remain dissatisfied, you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone 0800 023 4567 or 0300 123 9123 if calling from a mobile. You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme. Your entitlement to compensation will depend upon the type of business and the circumstances of your claim. Or by email to complaint.info@financial-ombudsman.org.uk or visit their website: <https://www.financial-ombudsman.org.uk/>

You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme (FSCS). Your entitlement to compensation will depend upon the type of business and the circumstances of your claim. Insurance advising and arranging is covered for 90% 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 compensation scheme arrangements is available from FSCS.

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Details of Rush Insurance Service's authorisation can be confirmed by contacting the FCA on freephone 0800 111 6768 (freephone) or 0300 500 8082 from the UK or by visiting the FCA's website <https://register.fca.org.uk>

Demands and Needs Statement - Travel Insurance

This travel insurance policy is typically suitable for the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions, are travelling to countries included within the policy terms and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during their trip. Full details of these circumstances/ events, levels of cover and terms and conditions can be found in the policy information/booklet.

If you do not have one of these, please ask for a copy to aid you in making your own informed buying decision.

Important Information

You may already possess alternative insurance(s) for some, or all of the features and benefits provided by products purchased; ***it is your responsibility to investigate this.***

We will not provide you with advice about the suitability of this product for your individual needs, but we will be happy to provide you with factual information to assist you in making an informed buying decision.

All policies have exclusions and restrictions to them. It is very important that you read and understand these and only purchase the policy if you are happy that you and (where applicable) every member of your party meet the eligibility criteria:

Specifically designed for travel our insurance policy may NOT be applicable for you if:

- You are over the maximum specified age at the time of your trip;
- You have pre-existing medical conditions;
- You are not a resident of the UK or the Channel Islands.

Examples of these and other conditions and restrictions and what to do if you are unsure about any aspect of an exclusion are contained within your policy information.

If after purchasing a policy should you find it does not meet your requirements, you have 14 days from the date of issue, or prior to travel (whichever is sooner), to cancel the policy.

If you do decide to cancel, your money will be refunded in full, provided no claims have been made and no incident has arisen which is likely to give rise to a claim.

Travel policies **will not cover** travel to areas where the Foreign, Commonwealth and Development Office has advised against 'all travel' or 'all but essential travel'.

If you are not sure whether there is a travel warning for your destination, please check with the Foreign, Commonwealth and Development Office (phone **0207 008 1500** or visit their website at www.fco.gov.uk).

It is your responsibility to do this and no information or guidance will be provided by ourselves in this regard.

Confidentiality and Data Protection

Introduction

Rush Insurance Services Limited are committed to protecting and respecting your privacy. We recognise our responsibility to treat your personal information with care and to comply with all relevant legislation in particular the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR).

Data Controller

If we have provided you with a quotation and/or administer your insurance policy, we are classed as the "data controller" which means we process your data. Your data may be passed to other parties, including Insurers, and/or medical underwriters for the purposes of providing, arranging, administering and renewing insurance contract(s) and for the purposes of monitoring and/or enforcing compliance with insurance regulatory rules/codes. These parties could also be data controllers and where necessary will issue their own Data Protection Privacy Notices.

To view our Privacy Notice, please click [here](#)

I have read and understand the above information and confirm that I have been provided with a copy of this document, together with all relevant policy documentation detailed below* to enable me to make an individual informed buying decision based on my own personal circumstances and the merits of the policy. This buying decision was my own and I did not receive a personal recommendation or advice from The Holiday Property Bond regarding the

suitability of the product for my circumstances; and I have had the opportunity to review and question any items that may be unclear to me.

**Status Disclosure (this document)*

** Policy booklet or similar, detailing policy terms, conditions, exclusions and your cancellation rights*

** Price information (including all applicable taxes) and where applicable, interest payments.*

If you have not had access to these documents, please ask a member of staff who will be happy to assist.

Please keep this page with your insurance policy documents.