

# TESCO MOBILE PROTECT INSURANCE

Insurance Product Information Document Company: WDP Insurance Limited

Product: Tesco Mobile Protect Colleague Deal Policy

Authorised and regulated by the Gibraltar Financial Services Commission and subject to the limited regulation of the Financial Conduct Authority (reference number 786246)

Complete pre-contractual and contractual information on this insurance is provided in other documents, including your Welcome Pack, which contains your insurance policy terms and conditions.

## What is this type of Insurance?

Mobile Device Insurance.



### What is insured?

- ✓ Accidental damage, including cracked screens and liquid damage, malicious damage and pet damage or out-of-warranty breakdown of the device shown in your Welcome Pack
- ✓ Damage or out-of-warranty breakdown of the accessories that came in the box with your covered device.



### Are there any restrictions on cover?

- ! You must be over 18 years old and a Tesco Mobile colleague
- ! You must have paid your insurance premium before making a claim
- ! You must not have had a mobile insurance policy declined or cancelled by us in the past
- ! You must not have had a claim denied by us due to fraud
- ! You and the main authorised user of the device must live permanently in the UK to buy and remain on cover and make a claim
- ! You'll need to pay the claim excess fee to complete any successful claim
- ! Claims are not paid with money but with repair or an 'as new' replacement device
- ! In the unlikely event we can't send you a same model replacement, we'll offer you a different make, model or colour device with comparable features and functionality
- ! Although cover is provided worldwide, replacement devices can only be delivered to a UK address.



### What is not insured?

- ✗ Cosmetic damage - where the device works as normal, except where you're claiming for a cracked screen
- ✗ Any claim for loss or theft
- ✗ Any damage to your device that occurred prior to your policy start date.



### Where am I covered?

- ✓ Worldwide



### What are my obligations?

- You need to pay your monthly premium and any applicable excess fee if you make a successful claim
- You may be required to complete a written claim statement and/or provide evidence of your identity and/or incident
- You must take reasonable care to ensure that you provide relevant, complete and accurate information to support your claim
- You must comply with our reasonable instructions, including switching off, removing or uninstalling any app, security lock or eSIM which prevents our access to remove data from the claimed-for device.
- You need to return the damaged device you're claiming for
- If you don't return the damaged device you're claiming for, you'll be charged a non-return fee based on the market value of the non-returned model.



### When and how do I pay?

You pay monthly by your chosen payment card. The date of your monthly payment will be set out in your Welcome Pack with your policy terms and conditions.



### When does the cover start and end?

Cover starts on the policy start date detailed in your welcome pack and will automatically end after five years. Otherwise, cover ends if the policy is cancelled in line with the policy terms and conditions.



### How do I cancel the contract?

You can call 0345 030 3290, email ([tescomobileprotect@asurion.com](mailto:tescomobileprotect@asurion.com)) or write to us (Tesco Mobile Protect, PO Box 670, Brentford, TW8 1DA) at any time.

## **Demands and Needs**

Tesco Mobile Protect Damage Cover meets your demands and needs if you wish to have your device replaced if it's accidentally damaged or stops working after the manufacturer's warranty has ended.

## **Insurance intermediary**

Asurion Europe Limited is registered in England and Wales and has its registered address at Vantage London, Great West Road, Brentford, Middlesex, TW8 9AG.

## **Complaints**

If you wish to make a complaint about your Tesco Mobile Protect policy contact Asurion Europe Limited (the policy administrator) using the following contact details:

Phone: 0345 030 3290

Email: [tescomobileprotect@asurion.com](mailto:tescomobileprotect@asurion.com)

Write to: Tesco Mobile Protect, PO Box 670, Brentford, TW8 1DA

If we can't resolve your complaint right away, we'll email or write to you within five working days to outline our next steps. If the issue still isn't resolved within two weeks, we'll contact you to keep you up to speed on what's happening.

If you're not happy with the outcome or we haven't given you our final response within 8 weeks, you can contact The Financial Ombudsman Service by phone: 0800 023 4567 (Freephone) or 0300 123 9123, by email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or in writing at Exchange Tower, London, E14 9SR. You need to contact them within 6 months of receiving our final decision. The service is free and we are bound by any decision the Financial Ombudsman reaches. This won't affect your statutory rights or prejudice your right to take subsequent legal proceedings. See [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk) for more details.