

Mobile

# Mobile Phone Insurance with Everyday Extra



Everyday  
Extra

Your Policy document

The **co-operative** bank  
It's good to be different

# Mobile Phone Insurance

One of the great benefits of your Everyday Extra Current Account is Mobile Phone Insurance. This booklet gives you the full details, from important terms and conditions to what to do if you need to make a claim.

## Contents

<b>Policy summary</b>	3	Price of your insurance	13
<b>Policy document</b>	6	Duration of this policy	13
Who is this cover designed for?	6	Cancelling your insurance	13
The cover you receive	7	Making an enquiry or complaint	13
What you are NOT covered for	8	Choice of law	13
Actions you will need to take on loss, theft, breakdown or damage to your mobile phone	10	If we need to change the terms of the policy	14
How to make a claim	11	Financial Services Compensation Scheme (FSCS)	14
What you need to know about the claims process	11	Status disclosure	14
What if your claim is rejected?	12	Company details	14
Fraud	12	How we handle your personal information	14

## Demands and needs

Mobile Phone Insurance is designed for Co-operative Bank Everyday Extra Current Account holders who wish to ensure that their mobile phone is covered against loss, theft, accidental damage, water and liquid damage, electrical or mechanical breakdown and unauthorised calls. The Co-operative Bank are not providing you with a personal recommendation based on your individual circumstances as to whether this policy is suitable for your needs; and recommend that you read the policy summary below.

## Status disclosure

This policy has been arranged as part of your bank account and is administered by Lifestyle Services Group Limited (Financial Services Register No.315245) with a single insurer, Assurant General Insurance Limited (Financial Services Register No.202735).

Assurant General Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Lifestyle Services Group Limited is authorised and regulated by the Financial Conduct Authority. All firms' register details can be checked on the Financial Services Register by visiting the FCA's website [fca.org.uk/register](http://fca.org.uk/register) or by phoning **0800 111 6768**.

## Policy summary

### keyfacts<sup>®</sup>

We recognise that your mobile phone is so much more than just a device to make and receive calls. As a benefit of being a Co-operative Bank Everyday Extra Current Account holder, we will repair or replace your mobile phone in the circumstances summarised below. These are explained in full detail in the insurance policy document.

We want you to get the most out of this policy, and that means you need to be clear on what is and isn't covered. The policy summary and policy document provides details of the policy, which you must read to ensure that the policy meets your needs. Full terms and conditions of the policy can be found in the policy document. You may need to review this policy periodically to ensure it continues to meet your requirements.

## What you are covered for

This policy covers one mobile phone and SIM card per account holder for each Co-operative Bank Everyday Extra Current Account which must be owned by the account holder (you).

- Replacing or repairing your mobile phone, up to a maximum value of £1,500 (including VAT) per claim, in the event of:
  - loss
  - theft
  - damage
  - breakdown (including faults) occurring anywhere in the world.

Mobile Phone Insurance provided by Lifestyle Services Group Limited and underwritten by Assurant General Insurance Limited

- Unauthorised network charges from the point that your mobile phone was lost or stolen for up to 24 hours after discovery of the loss or theft, up to a maximum value of £2,000 (including VAT) per claim for monthly contract phones and £200 (including VAT) per claim for Pay As You Go phones.
- Mobile phone accessories that are lost, stolen or damaged at the same time as your mobile phone, up to a maximum value of £350 (including VAT) per claim.
- No excesses are payable on claims.

## What you are NOT covered for

- More than two instances that give rise to an accepted claim for each account holder in any 12-month period. A full description is in the 'What you are NOT covered for' section of the policy document.
- Theft, loss, damage or breakdown where you have knowingly put your mobile phone at risk or you have not taken care of it. Examples are provided in the 'What you are NOT covered for' section of the policy document, which you should read to help you understand the cover.

## Price of your insurance

This policy is provided as a benefit of you being a Co-operative Bank Everyday Extra Current Account holder. The cost is an inclusive part of your Everyday Extra Current Account monthly subscription.

## Duration of this policy

Cover commences on the date you open an Everyday Extra Current Account and will continue for each month you hold that account and continue to pay the monthly subscription. Your policy will remain in place until it is either cancelled by you, or if you or The Co-operative Bank close your Co-operative Bank Everyday Extra Current Account.

## If you need to claim

- You should tell us about your claim as soon as possible after becoming aware of the loss, theft, damage, or breakdown, and inform the police and your airtime provider (in the case of loss or theft).
- You may need to send us proof that the mobile phone is yours which should include the make, model, memory size, colour and IMEI number (details of how to find this number are in the section on 'Actions you will need to take on loss, theft, breakdown or damage to your mobile phone' in the policy document).
- We may ask for details on the steps you have taken to report the phone missing and any attempts to recover it.
- You can make a claim by calling **0344 249 9981**.
- If your mobile phone has the functionality, activate any location finder app or software to help you in retrieving it. This may also enable you to lock and wipe the data stored on your mobile device.

- When returning any items in order for repair to be carried out, please ensure that you have removed any locking mechanism (e.g. 'Find my iPhone') before you send your device to us. If this isn't removed this will affect the processing of your claim and the handset may be returned to you for the block to be removed before the claim can be assessed. We may not be able to complete a claim until we can confirm the security features have been removed.

## cancelling your insurance

You have the right to cancel your insurance at any time. If you or The Co-operative Bank close your account, or The Co-operative Bank terminates the cover provided through the account benefits package, cover will stop immediately.

## Got a question? Need to make a complaint?

We want to make sure you're happy. Should you need to talk to us, contact us by calling **0344 249 9981** or email [lsg.customerrelations@lifestylegroup.co.uk](mailto:lsg.customerrelations@lifestylegroup.co.uk) If after making a complaint you are still unhappy, you may contact the Financial Ombudsman Service by writing to: Financial Ombudsman Service, Exchange Tower, London E14 9SR, United Kingdom.

Or you can phone **0800 023 4567** or **0300 123 9 123** from a mobile.

Website:  
[financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

If you purchased your account online you may also have the option to refer your complaint to the Financial Ombudsman Service using the Online Dispute Resolution platform. The platform has been established by the European Commission to provide an online tool for consumers to resolve disputes about goods and services purchased online. The platform can be found at

<http://ec.europa.eu/consumers/odr>

These procedures do not affect your right to take legal action.

## Need another copy?

This document is also available in large print, audio and Braille, so please do not hesitate to get in touch with us on **0344 249 9981** if you'd like to request a copy in one of these formats. The same applies if you just need a replacement.

## Financial Services Compensation Scheme (FSCS)

Assurant General Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event they cannot meet their liabilities to you. General insurance contracts are covered for 90% of the entire claim with no upper limit. Further information is available from the FSCS by calling **0800 678 1100** and online at [fscs.org.uk](http://fscs.org.uk)

# Policy document

## Your Mobile Phone Insurance Policy

In this document you will find everything you need to know. Please read this carefully to make sure this policy is right for you; if you have any questions call us on **0344 249 9981**. This policy constitutes an agreement between you and the insurer, Assurant General Insurance Limited. The insurer has appointed Lifestyle Services Group Limited to administer the policy. References to 'we/us/our' relates to Assurant General Insurance Limited and Lifestyle Services Group Limited.

## Who is this cover designed for?

Summary	Description
<p>For many of us, our mobile phone is much more than a device for making calls. It means you can stay in contact wherever you are, it stores valuable memories and so much more.</p> <p>We would advise that you regularly back up the contents of your phone as we are unable to retrieve or provide cover for anything stored on your phone.</p>	<p>This policy is designed for when you have a mobile phone and you want to cover the cost of repairing or replacing your mobile phone against loss, theft, damage and breakdown.</p> <p>You should consider any other insurance policies you have when deciding if this policy is suitable for you. Please be aware that if your phone is already covered under another policy you cannot make a claim on both policies for one incident.</p>
<p>It is important to note that mobile phone insurance is offered on the understanding that you will take care of your mobile phone.</p>	<p>Having insurance does not mean that you can take risks with your mobile phone, which you would not take if your mobile phone was not insured, as doing so may result in your claim being declined. Further details can be found in the section 'What you are NOT covered for'.</p>
<p>We do understand that every claim can be quite different and we will make every effort to take this into consideration when we review a claim.</p>	

Mobile Phone Insurance provided by Lifestyle Services Group Limited and underwritten by Assurant General Insurance Limited

## The cover you receive

Risks you are covered for	Benefits you receive
<p>Your mobile phone and SIM card are covered up to a maximum value of £1,500 (including VAT) per claim against:</p> <ul style="list-style-type: none"> <li>• Loss.</li> <li>• Theft.</li> <li>• Damage.</li> <li>• Breakdown (including faults) occurring anywhere in the world.</li> </ul>	<p>Insurance cover for one mobile phone and SIM card per account holder for each Co-operative Bank Everyday Extra Current Account which must be owned by the account holder (you).</p> <p>If your mobile phone is damaged or breaks down we will either:</p> <ol style="list-style-type: none"> <li>(1) repair the mobile phone (where possible), or</li> <li>(2) replace it with a mobile phone of the same make, model and memory size. If we cannot do this you will be given a choice of models with an equivalent specification.</li> </ol> <p>If your mobile phone is lost or stolen we will replace it with a mobile phone of the same make, model and memory size. If we cannot do this you will be given a choice of models with an equivalent specification.</p> <p><b>Replacements</b></p> <ol style="list-style-type: none"> <li>(1) Where we replace the mobile phone, the replacement may be a remanufactured (not brand new) device.</li> <li>(2) We will attempt to replace your phone with one of the same colour but we can't guarantee to do this or replace any limited or special edition mobile phones.</li> <li>(3) Where we send you a replacement or repaired item, this will only be sent to a UK address.</li> </ol> <p>If you are charged by your network for your replacement SIM card we will reimburse you.</p>
<p>If you make a successful claim for loss or theft and discover you have been charged for calls, texts or data as a result of someone else using your phone. These unauthorised network charges are covered up to a value of £2,000 (including VAT) if you have an airtime contract and £200 (including VAT) if you are on Pay As You Go.</p>	<p>In the event that you are billed by your network provider as a result of your mobile phone being used after it has been lost or stolen, we will pay those charges incurred during the period between:</p> <ul style="list-style-type: none"> <li>• The moment the loss or theft occurred until 24 hours after you discovered it missing.</li> </ul> <p>For example, if your phone was stolen at 8am on Tuesday and you discovered it missing at 11am on Wednesday, you would be covered for charges made between 8am Tuesday and 11am Thursday, up to the following cover limits:</p> <ul style="list-style-type: none"> <li>• £2,000 (including VAT) for contract handsets.</li> <li>• £200 (including VAT) for Pay As You Go.</li> </ul>
<p>If any accessories for your mobile phone are lost, stolen or damaged at the same time as your mobile phone, you are covered for these up to a value of £350 (including VAT). That's cases, headphones, Bluetooth headsets and other similar items.</p>	<p>If your accessories are lost, stolen or damaged at the same time as your mobile phone, we will replace them with accessories of a similar specification. If we are unable to provide a replacement of a similar specification, we will contact you to discuss an alternative settlement.</p>

## What you are NOT covered for

Summary	Description
Excess.	No excesses are payable on claims.
Loss, theft, damage or breakdown as a result of not taking care of your mobile phone.	<p><b>We know how important your mobile phone is to you and we expect that you will take care of it. If you don't take care of your mobile phone then we may not pay your claim.</b></p> <p>Taking care of your mobile phone means:</p> <ul style="list-style-type: none"><li>• Not knowingly leaving your mobile phone somewhere it is likely to be lost, stolen or damaged. (Just think, would you leave your wallet or purse there?)</li><li>• If you need to leave your mobile phone somewhere then we expect you to lock it away out of sight if at all possible. If you cannot lock it away then you must leave it with someone you trust or concealed out of sight in a safe place.</li><li>• Making reasonable enquiries to find your phone if you think you have lost it.</li></ul> <p>If you knowingly leave your mobile phone where others can see it but you cannot and your mobile phone is then lost or stolen, we may not pay your claim.</p> <p>We will always take into account where you are and what you are doing when we assess whether you have taken care of your phone. If we believe you have not taken care of your mobile phone, and have knowingly taken a risk with it, we may decline your claim.</p> <p>If you knowingly leave your mobile phone somewhere you can't see it but others can, we may decline your claim for not taking care of it, for example:</p> <ul style="list-style-type: none"><li>• in a cafe or pub you leave your mobile phone on the table when you go to the bar instead of taking it with you</li><li>• leaving your mobile phone on display in your car</li><li>• leaving your mobile phone in the care of someone you don't know well</li><li>• if you are at the gym and you leave your mobile phone on a bench in the changing rooms rather than taking it with you or locking it in a locker</li><li>• intentionally damaging your phone.</li></ul> <p>All of these examples increase the risk of it being lost, stolen or damaged and may result in your claim being declined. The examples are to help you understand what's covered and are not the only reasons a claim could be rejected.</p>



## What you are NOT covered for (continued)

Summary	Description
Cosmetic damage.	<p>We only cover damage if it stops the normal functioning of your mobile phone. If it is just a scratch or dent and your mobile phone still works as expected, then we will not repair or replace it.</p> <p>We know scratches and scrapes to your mobile phone aren't nice but we are here to fix your mobile phone when it isn't working, so if it still functions as you would expect then we can't help. For example, a scratched screen would not be covered but a cracked screen would be covered.</p>
Contents of your mobile phone.	<p>We only cover the mobile phone, we don't cover the contents. This means that any pictures, software, downloads, apps, music or any other content is not covered by this policy – so make sure you back it up regularly.</p> <p>There are lots of ways to back up the contents of your mobile phone and we suggest you do this regularly. If you have a claim and you lose your mobile phone's contents as a result, you can download it on to your new mobile phone and be up and running again in no time.</p>
More than two accepted claims in any 12 months (per account holder).	<p>We insure your mobile phone for up to two accepted claims in any 12-month period. If you make two accepted claims in any 12-month period, your insurance will continue but you will not be able to make claims for any further incidents that happen before the anniversary of the first claim. This is applicable for each account holder separately.</p> <p>For example if you make a claim on 1 January and another on 1 May, you will not be able to make any further claims against this policy for incidents that happen prior to 1 January of the following year.</p>
Other losses.	<p>Any cost or losses that can't be resolved by the repair or replacement of your mobile phone.</p> <p>We don't cover any loss of profit, opportunity, goodwill or other similar losses. We just cover the mobile phone, unauthorised network charges and accessories.</p>
Any device that is not a mobile phone.	<p>This policy is only for mobile phones, SIM cards and accessories. This means we only cover devices that are designed to make mobile phone calls.</p> <p>This policy isn't for tablet computers.</p>
Modifications.	<p>If your mobile phone has been modified in any way we will only replace the mobile phone, we do not cover the modifications that have been made.</p> <p>Modifications are anything that changes the way your mobile phone looks or operates from the original specifications. This includes things like adding gems, precious metals or making software changes such as unlocking your mobile phone from a network.</p>

## Actions you will need to take on loss, theft, breakdown or damage to your mobile phone

Summary	Description
Tell your airtime provider if your mobile phone is lost or stolen as soon as you can.	<p>As detailed in 'The cover you receive' section, we only pay for unauthorised network charges from the point your mobile phone is lost or stolen and for up to 24 hours after you discover the loss or theft.</p> <p>If you don't tell your airtime provider within 24 hours you will be responsible for any further charges.</p> <p>If you make a claim for unauthorised network charges you will need to provide either the monthly mobile phone bill, showing the charges, and the bill for the month prior to the unauthorised network charges, or proof of your mobile phone's balance prior to the theft or loss.</p>
If your mobile phone is lost or stolen report it to the police.	<p><b>Tell the police about any lost or stolen mobile phone as soon as you can; we will ask you to provide the police reference number before we will pay any claim for loss and theft.</b></p> <p>If you have difficulty reporting your incident to the police please contact us and we can help to guide you.</p>
Report your claim to us as soon as you can.	<p><b>Tell us about a claim as soon as you can. We expect you to tell us about any claim as soon as possible after discovery of the loss, theft, breakdown or damage.</b></p> <p>If you don't do this we will still consider your claim, however it makes it difficult for us to investigate your claim, recover your mobile phone if it is lost or stolen or stop any further damage to your mobile phone.</p> <p>You can log your claim online or by telephone.</p>
Report any loss or theft to the place you believe it has been lost or stolen from.	<p><b>We expect you to report your mobile phone as lost or stolen to the place it was lost or you think it has been stolen from.</b></p> <p>Often mobile phones are found and handed in to the place they were found. We expect you to report the loss or theft of your mobile phone to the place where you think it was lost or is most likely to be handed back to. We may ask you to provide the details of where your handset was lost or stolen from and actions you have taken to try to recover it.</p>
Proof of ownership.	<p><b>We need to know that the mobile phone, SIM card and accessories you are claiming for are yours. Therefore you will need to provide some form of proof of ownership.</b></p> <p>You will need to be able to tell us the make and model of your mobile phone. We may ask to see something that tells us that the items you are claiming for belong to you and confirms the make, model, memory size and IMEI number of your mobile phone. The IMEI number is the unique serial number for your mobile phone. You can find it by inputting *#06# into your mobile phone. It should also be noted on the documentation that came with your mobile phone when you purchased it. Your airtime provider may also be able to provide it to you. Proof of ownership could include a till receipt or documentation from your airtime provider. If you don't have any proof of ownership we may decline your claim.</p>

## How to make a claim

Summary	Description
Step One:	Please make sure you have read the 'Actions you will need to take on loss, theft, breakdown or damage to your mobile phone' section as this tells you what we may need from you in order to settle your claim.
Step Two:	You should tell us about your claim as soon as you can after discovering the incident. You can do this by calling <b>0344 249 9981</b> .
Step Three:	We will walk you through the simple claims process and tell you what information you will need to provide for us to assess your claim.
Step Four:	<p>We will either repair your mobile or send you a replacement. Following a successful claim for the loss or theft of your device we will blacklist the handset in order to prevent it from being used. It is still important for you to bar your SIM card with the network as soon as possible.</p> <p>If you are sending your damaged device to us for repair you must remove any locking mechanism (e.g. Find My iPhone) before we receive it. If this is not done it will delay your claim and your mobile device may be returned to you unrepaired in order to remove any locking mechanism. We will not be able to complete a claim until we can confirm the security features have been removed.</p>

## What you need to know about the claims process

- Repairs may be made using readily available parts, or we may provide refurbished products, which may contain parts which are of similar or equivalent specification, and which may include unbranded parts. This policy is provided in addition to any manufacturer's warranty that applies to your mobile phone (applicable manufacturer's warranty). Nothing in this policy is intended to affect your rights under the applicable manufacturer's warranty or your statutory rights.
- If any repairs authorised by us under this policy invalidate the applicable manufacturer's warranty, we will repair or replace your mobile phone, as necessary, in accordance with the terms of the applicable manufacturer's warranty for the unexpired period of the applicable manufacturer's warranty.
- If we are unable to replace your phone with the same make and model, we will contact you to discuss an alternative claim settlement.

- If any lost, stolen or damaged items are recovered after the claim is approved, they shall become the property of the insurer and must be returned to us immediately. Damaged mobile phones, accessories, parts and materials replaced by us, shall become the property of the insurer.
- Lifestyle Services Group Limited handle all claims on behalf of the insurer.
- The cost of sending your mobile phone to us for repair is not covered under this policy.

## What if your claim is rejected?

If you're not happy with the claims decision, we want to hear from you as soon as possible. Please follow the complaints process.

## Fraud

We do not tolerate any aspect of fraudulent activity. We work closely and share data with other insurers, law enforcement agencies and airtime providers to identify fraud and support prosecution where the appropriate evidence exists. Our fraud team works tirelessly to prevent and detect fraud. We, and other organisations, may access and use the information recorded by fraud prevention agencies, from both the UK and other countries.

It is important that when applying for insurance, or submitting a claim, you or anyone acting on your behalf must take reasonable care to answer all questions honestly and to the best of your knowledge. Failure to do so may affect the validity of your policy or the payment of your claim.

If false or inaccurate information is provided and fraud is identified then we will:

- Not honour the claim and we will give you notice to cancel your policy from the time of the fraudulent act.
- Report you to the relevant authorities and take legal action, if necessary, to recover any money already paid to you under the relevant claim.
- Pass the details onto your bank or our distribution partner providing this service as part of a wider offering.
- Put the details of the fraudulent claim onto a Register of Claims through which insurers share information to prevent fraudulent claims. A list of participants and the name and address of the operator are available on request.
- Pass the details to fraud prevention agencies. Law enforcement agencies may access and use this information. Other organisations may also access and use this information to prevent fraud and money laundering, for example, when:
  - Checking details on applications for credit and credit-related accounts or facilities.
  - Managing credit and credit-related accounts or facilities.
  - Recovering debt.
  - Checking details on proposals and claims for all types of insurance.
  - Checking details of job applicants and employees.

Please contact us at **0344 249 9981** if you want to receive details of the relevant fraud prevention agencies.

## Price of your insurance

This policy is provided as a benefit of you being a Co-operative Bank Everyday Extra Current Account holder.

The cost is an inclusive part of your Everyday Extra Current Account monthly subscription.

## Duration of this policy

Cover commences on the date you open an Everyday Extra Current Account and will continue for each month you hold that account and continue to pay the monthly subscription.

Your policy will remain in place until it is either cancelled by you, or if you or The Co-operative Bank close your Co-operative Bank Everyday Extra Current Account.

## Cancelling your insurance

You have the right to cancel your insurance at any time. If you or The Co-operative Bank close your account, or The Co-operative Bank terminates the cover provided through the account benefits package, cover will stop immediately unless you are moving from one qualifying account to another.

## Making an enquiry or complaint

We will always try to be fair and reasonable. If you believe we have not provided you with a satisfactory level of service, please tell us so that we can do our best to resolve the problem. The easiest way to contact us is to call us on **0344 249 9981**.

We will do everything possible to ensure that your query is dealt with promptly.

Alternatively, you can email: **[lsg.customerrelations@lifestylegroup.co.uk](mailto:lsg.customerrelations@lifestylegroup.co.uk)** or write to:

Customer Services  
Lifestyle Services Group Limited  
PO Box 98  
Blyth  
NE24 9DL

Lifestyle Services Group Limited handle all queries and complaints on behalf of the insurer.

If you are not happy with our decision you can, within six months of our final decision, refer your complaint for an independent assessment to: The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

**Telephone:**  
0800 023 4567 / 0300 123 9123

**Email:**  
[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Web:**  
[financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

Nothing in these terms, including referral to the Financial Ombudsman Service affects your statutory rights.

## Choice of law

English law applies to this policy. It's written in English and all communication with you will be in English.

## If we need to change the terms of the policy

In the event that the insurer needs to change the terms, we will give you 30 days' notice in writing to your last known address. This will only be for valid reasons:

- To respond proportionately to changes in the law.
- To respond to decisions of the Financial Ombudsman Service.
- To meet regulatory requirements, industry guidance or codes of practice.
- To proportionately reflect other increases or reductions associated with providing the cover.
- To change the level of cover to reflect any changes in the mobile market.

## Financial Services Compensation Scheme (FSCS)

Assurant General Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if they cannot meet their obligations. General insurance contracts are covered for 90% of the entire claim, without any upper limit. You can get more information about the compensation scheme arrangements by contacting the FSCS on 020 7741 4100 or 0800 678 1100 or by visiting their website at: [www.fscs.org.uk](http://www.fscs.org.uk)

## Status disclosure

This policy has been arranged and is administered by Lifestyle Services Group Limited (Financial Services Register No. 315245) with the insurer: Assurant General Insurance Limited (Financial Services Register No. 202735).

Assurant General Insurance Limited is authorised by the Prudential Regulation

Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Lifestyle Services Group Limited is authorised and regulated by the Financial Conduct Authority. All firms' register details can be checked on the Financial Services Register by visiting the FCA's website: [www.fca.org.uk/register](http://www.fca.org.uk/register) or by phoning 0800 111 6768.

## Company details

Lifestyle Services Group Limited. Registered in England No. 5114385. Registered Office: Assurant House, 6-12 Victoria Street, Windsor, Berkshire SL4 1EN.

Assurant General Insurance Limited. Registered in England No. 2341082. Registered Office: Assurant House, 6-12 Victoria Street, Windsor, Berkshire SL4 1EN.

## How we handle your personal information

We are committed to preserving the privacy of our customers. Please read the following privacy policy to understand how we will use and protect the information that you provide to us. By registering with us, you consent to the collection and use of your information under the terms of this privacy policy for the purposes of effecting and administering this policy.

The information you provide will be used by us to supply you with the services for which you have registered and we may use the information to contact you to obtain your views on our services and to let you know about important changes to the services which we offer. The information you provide to us about you and the mobile phone will be shared with your bank and the insurer.

In order to prevent fraud we may share information with other insurers and fraud prevention agencies where this had been detected. We may contact you by post, mobile phone, text, fax, or email. You will only be contacted by the methods you

have asked to be contacted by. Your information will not be used or disclosed other than in accordance with this privacy policy, or without your permission, unless required by law. If you would prefer us not to contact you to obtain your views and/or you change your mind in the future and would like us to stop contacting you for this purpose, please write to:

Customer Services, Lifestyle Services Group Limited, PO Box 98, Blyth NE24 9DL.

The details of mobile phones reported lost or stolen will be submitted, where applicable, to the IMEI database to prevent further use.

We may co-operate with the police and any other relevant authorities or organisations in connection with any misuse or suspected misuse of the services provided by us or other telecommunications services provided by any member of our group of companies. If necessary, we may divulge information about you for this purpose. You have a right to ask for a copy of the data held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact the Customer Helpline on **0344 249 9981** selecting the mobile phone insurance option. We are entitled by law to charge you a fee of £10 to meet our costs in providing you with details of the information we hold about you. We employ security measures to protect your information from access by unauthorised persons and against unlawful use, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires. Any changes to our privacy policy will be notified to you in the appropriate way. All comments, queries

and requests relating to our use of your information are welcomed and should be addressed as specified above.

If we transfer your information to a person, office, branch, organisation, service provider or agent in another country, we will make sure that they agree to apply the same levels of protection as we are required to apply to information held in the UK and to use your information only for the purposes that we have permitted. You confirm that you consent to transfers of your data outside the EEA for the purposes described in this policy.

# The **co-operative** bank

## It's good to be different

**Please call 03457 212 212\* (6am - 10pm, 7 days a week) if you would like to receive this information in an alternative format such as large print, audio or Braille.**

**To hold an Everyday Extra Current Account you must be 18 or over and a UK resident. The terms and exclusions applicable to any of the account benefits are set out in this Welcome Guide. Policy and supplier terms and exclusions apply.**

**The subscription fee for the Everyday Extra Current Account is £15 debited from the account on the first working day of each month.**

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\*If you're calling from the UK, calls to 0800 and 0808 numbers are free from landlines and mobiles. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Charges for calls made outside of the UK will be determined by your local provider. Calls may be monitored or recorded for security and training purposes.

Information correct as at 01/2018.