

We want to ensure you have enough information from us about your insurance policy. So, these are the documents we provide which contain information we want you to be aware of:

- **Policy Terms and Conditions** – your insurance contract with detailed explanations of what is and is not covered.
- **Policy Schedule** – showing your details and the main benefits and sums insured of your insurance contract.
- **Insurance Product Information Document** – a summary of the policy highlighting the main benefits and limitations of the policy
- **This document** – providing other key information.

Does this policy meet your demands and needs?

#CoviSure meets the demands and needs of independent workers who wish to protect themselves financially if they are quarantined or hospitalised after they test positive for Covid-19.

Has Indeez provided any advice/recommendation to you?

We have not provided you with a personal recommendation as to whether the policy is suitable for your specific circumstances. We only offer insurance provided by our insurance partner, Chubb European Group SE. It is your responsibility to make sure that the policy is right for you, and the premiums are affordable and within your budget.

What is the Insurance Product Information Document?

This document is a concise and easy to read summary of your insurance policy – it is in the same format as other similar documents you will receive about

insurance products from other providers so it will make your comparison easier.

Do note that it is a summary only, and you should refer to the policy schedule and policy document for full details of cover, exclusions, limitations, conditions and any excesses or other charges that might apply.

We encourage you to take the time to read the policy terms and conditions and policy schedule alongside the Insurance Product Information Document.

How is Indeez paid in relation to the sale of your policy?

Indeez receives a commission which is taken from your insurance premium paid to us.

Complaints

If you have a complaint about the sale or provision of this insurance product, please contact us at:

<https://indeez.eu/covisure-support/>

If you have a complaint about the insurance product, or a claim you have made, please contact our insurance partner Chubb at:

The Customer Relations Manager
Chubb
PO Box 682
Winchester, SO23 5AG
T +44 800 519 8026
E customerrelations@chubb.com

Office Hours – Monday to Friday
9.00am – 5.00pm

Financial Ombudsman Service

You can approach the Financial Ombudsman Service for assistance if you are dissatisfied with our final response or eight weeks from making the complaint if not resolved satisfactorily. Any approach to the Financial Ombudsman

Service must normally be made within 6 months of our final response.

Contact details are given below. A leaflet explaining the procedure is available on request.

Financial Ombudsman Service
Exchange Tower, Harbour Exchange Square
London, E14 9SR

T 0800 023 4567 (calls are free from a UK landline or mobile)

+44(0) 300 123 9123 (calls charged at the same rate as 01 or 02 numbers on a mobile phone)

E complaint.info@financialombudsman.org.uk

W www.financial-ombudsman.org.uk

Policy Documentation

We are developing ways to make our customers' lives easier and, in today's world of smartphones and other digital technologies, we will try to provide information to you about your policy in a way that enables you to access it whenever and wherever you need it.

For the products we offer, this includes providing your policy information. This enables you to have your policy information on the move and to be stored by you electronically, but also available to you to print at your leisure, although we would ask that you always consider any environmental impacts.

You are always entitled to ask us for paper copies.