

# Extra Information

## Three Insurance Full Cover

Three  
Insurance

enabled by  
**square  
trade**

### Demands and needs

Three Insurance Full Cover meets your demands and needs if you wish, in the future, to have your mobile device or accessories repaired or replaced if they are lost, stolen or accidentally damaged or suffer a failure after the manufacturer's warranty ends.

### Insurance Intermediary

Hutchison 3G UK Limited ("Three") is appointed to sell this insurance by SquareTrade Limited which is an insurance intermediary authorised and regulated by the Financial Conduct Authority (reference number 538538). You can find SquareTrade Limited on the FCA Register at <https://register.fca.org.uk/>. SquareTrade Limited is a company registered in England and Wales and has its registered address at 5 Golden Square, London, W1F 9BS. Hutchison 3G UK Limited is a company registered in England and Wales with company number 3885486. Registered Office 450 Longwater Avenue, Green Park, Reading, RG2 6GF

SquareTrade Limited has sold and arranged this policy with a sole provider, Starr International (Europe) Limited, whose registered office address is at 30 Fenchurch Avenue, London EC3M 5AD. Company number 9654797. Starr International (Europe) Limited is authorised by the Prudential Regulation Authority ("PRA") and regulated by the Financial Conduct Authority ("FCA") (No. 676783) and the PRA. SquareTrade Limited acts as administrator on behalf of Starr International (Europe) Limited."

### How to make a Claim

If you wish to make a claim, please contact SquareTrade Limited, the administrator, at any time 24/7 via our online claims portal at [www.three.co.uk/insurance](http://www.three.co.uk/insurance), or call us on 0333 338 1067 (standard call charges apply) between 08.00 GMT and 21.00 GMT Monday to Friday, or 08.00 GMT to 18.00 GMT on Saturday and Sunday.

### How to make a Complaint

SquareTrade Limited (SquareTrade) aims to provide the highest quality of service to our customers at all times. We understand that things don't always go to plan and there may be times when you feel we've let you down. If this happens, please contact us by using the contact details below. We'll do our best to put things right quickly and fairly.

In Writing and addressed to:

Director - Customer Experience & Service

SquareTrade Limited, 2nd Floor, 5 Golden Square, London, W1F 9BS, United Kingdom

By Telephone: 0131 203 3074

By Email: [complaints@squaretrade.co.uk](mailto:complaints@squaretrade.co.uk)

### What happens next?

We aim to send out a written Summary Resolution Communication to you if the complaint can be resolved within 3 business days otherwise we will acknowledge your complaint within 5 business days. We will keep you updated on your complaint and by the end of 8 weeks we will provide you a written Final Response.

Once you have received your final response from us, and if you are still not satisfied, you have the right to refer your complaint to:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Telephone: 0300 1239 123 or 0800 023 4567

E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

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

This procedure will not prejudice your right to take legal proceedings. However, please note that there are some instances when the Financial Ombudsman Service cannot consider complaints.

A leaflet detailing our full complaints handling procedure is available on request.

If you are not satisfied with the service or handling of the insurance, you can contact SquareTrade on [complaints@squaretrade.co.uk](mailto:complaints@squaretrade.co.uk), or in writing to Director - Customer Experience & Service at SquareTrade Limited, 2nd Floor, 5 Golden Square, London, W1F 9BS.

For further information regarding our complaints handling process, please visit our website at [www.squaretrade.co.uk](http://www.squaretrade.co.uk)

### Change of insurance provider

From time to time Three may decide to change the insurance company that provides the cover under your policy. If Three does this, your existing policy will be replaced with a new policy and Three or the new insurance provider will write to you at least sixty (60) days in advance, with details of the new insurance provider and any changes to your insurance cover. In these circumstances your information will be provided to the new insurance provider for this purpose.

### Governing Law

Three Insurance is governed by English Law.