



UK SHIELD LTD

UK SHIELD GAS BOILER SERVICE CONTRACT Terms and conditions

Introduction

This UK SHIELD contract is arranged by: UK SHIELD LTD. A company registered in England and Wales.

UK SHIELD LIMITED is a specialist provider of boiler breakdown cover, appliance cover, home emergency cover, and boiler servicing membership policies. It has access to over 1000 Gas-safe registered engineers and thousands of other qualified contractors and operates throughout the greater Yorkshire region and beyond given certain criteria.

Members of UK SHIELD LTD can claim for electrical emergency repairs, Gas emergency repairs, Plumbing repairs, Drainage repairs, Appliance repairs, Appliance replacements, Boiler repairs, and Boiler replacements.

Maintaining protection under your monthly service agreement

You may pay for your service contract on an annual or monthly basis. If **you** have elected to pay **your** fees by monthly **Direct debit**, **we** will collect **your** monthly fee for this service contract by **direct debit** from **your** bank account on an agreed date of each month and, subject to the successful collection of that monthly fee, **we** will provide the cover detailed in this service contract wording for the month in which the monthly fee has been collected.

This service contract commences on the date shown on YOUR SCHEDULE and continues for periods of one month upon receipt of YOUR monthly fee payment. If YOU have elected to YOUR fees by monthly DIRECT DEBIT, this contract does not have a specified end date and will be in the form of a rolling contract in which cover will continue until either you or we cancel the service contract. However if it is the

occasion that YOU fail to make a payment in any month, we will notify you in writing at the address recorded on the service contract. The contract will then be paused or cancelled dependent upon payment.

Your service contract will automatically renew upon the receipt of **your** payment for the period of **protection** as defined in your schedule

What is covered?

For the avoidance of doubt, this is a contract for the provision of specific services supplied and executed at OUR absolute sole discretion. This is not a contract of insurance, a guarantee, or an insurance policy.

Any benefit provided by the providers under this service contract will be granted solely by the providers and in every case shall be made only upon such terms and conditions as the providers determine. For the avoidance of doubt, the limit of or the provision of the benefit shall only be made at the absolute discretion of the providers.

In the event of an EMERGENCY occurring IN YOUR HOME, at our absolute sole discretion WE will:

- a) Advise you upon what action to take in order to protect yourself and your home.
- b) Send one of our approved engineers or arrange an appointment for an approved engineer
- c) Organize and pay the cost of providing any emergency assistance

What is not covered?

There are certain conditions and exclusions, which limit YOUR cover. Please take the time to read these to ensure this service contract meets YOUR requirements. We do not wish for it to become apparent that after an incident has occurred that you are not protected for this.

THE COOLING OFF PERIOD – Please be aware that if any incident is to occur in the first 14 days after the service contract commencement date it is ineligible to be covered. Alternatively if you wish to have emergency assistance during this 14-day cooling off period then, please contact UK SHIELD LTD as we can offer coverage upon a pay to use basis.

Definitions

The following words shall possess the meanings given below wherever they appear in CAPITALS

ADMINISTRATOR – This refers to UK shield LTD, It is ourselves whom will handle any queries relating to the issue of YOUR service contract and are whom YOU should engage any details of any claim to.

APPROVED ENGINEER – This means a qualified individual approved to undertake EMERGENCY work.

ASSISTANCE – This means the efforts of the APPROVED ENGINEER during a visit to your property to complete a temporary repair in which the goal is to limit or prevent damage, or if at similar expense, the cost of completing a permanent repair in respect to the cover provided.

AUTHORISED REPRESENTATIVE – This outlines an individual appointed by YOU to deal with YOUR service contract on YOUR behalf. If you feel this is what you would like, please notify UK SHIELD LIMITED by writing to their registered address.

BER (BEYOND ECONOMIC REPAIR) – means in the opinion of OUR APPROVED ENGINEER, the cost of repair is over 50% of the manufacturers retail price. If the occasion arises that your DOMESTIC BOILER is deemed BEYOND ECONOMICAL REPAIR and is under 7 years old, WE will make a contribution of £250 towards the cost of a replacement.

BREAKDOWN – indicates a sudden and unforeseen malfunction, which results in the particular unit not working.

CALLOUT – Means an EMERGENCY ASSISTANCE from YOU, even in the consequence that the request is cancelled by YOU

CLAIM LIMIT – This outlines the maximum amount payable by US as stated under each section of cover, including CALLOUT CHARGES, parts, labour, and subject to prior agreement with ourselves.

DOMESTIC BOILER – This indicates the central heating boiler contained within and supplying YOUR HOME that is powered by natural gas and the appliance-isolating valve, including all manufacturers fitted components within the DOMESTIC BOILER, together with the pump, motorised valves, and thermostat. WE will not cover any boiler that has an output in excess of 60 kW per hour.

DOMESTIC CENTRAL HEATING SYSTEM – This indicates the DOMESTIC BOILER and the central heating system WITHIN the confines of YOUR property boundaries that is powered by natural gas from the appliance isolating valve, including all manufacturers fitted components within the boiler together with pump, motorised valves, and thermostat. WE will not cover any boiler that has an output in excess of 60 kilowatts per hour.

EMERGENCY – To ourselves this is a sudden and unexpected occasion which, if not dealt with would in the reasonable judgment of UK SHIELD

- 1, Render the Home unsafe or insecure
- 2, Damage your home
- 3, Cause personal risk to YOU
- 4, be an issue of health and safety to others

EXCESS – This is the first amount of each claim, made payable to us by YOU before the approved engineer will attend. This payment will be made via the help line before assistance is provided. This can be done by means of credit or debit card.

HOME – Means your main permanent place of residence, provided to us at the commencement of the policy. YOU or YOUR family as a private residence not for business use must own it. Rented and let properties, commercial premises, mobile homes, and bed-sits do not fall under our eligibility jurisdictions.

INCEPTION DATE – The date upon which your contract began.

INTERMITTENT FAULT – This is an intermittent fault that is recurring and cannot be diagnosed that leads to a breakdown.

PERIOD OF PROTECTION – The duration period of YOUR SCHEDULE, either monthly, or annually as deduced by YOU dependent upon YOUR preference of payment.

SCHEDULE – This means the documentations sent to YOU confirming the COMMENCEMENT DATE, YOUR details, and the subject of cover.

THIRD PARTY – Any party other than contractors working for other parties.

UNOCCUPIED – Means nobody has resided in the property for a minimum of 30 days.

OUR, US, WE – Means ourselves, the PROVIDERS.

YOU, YOUR – Indicates the person whom applied for the service contract and is outlined upon the SCHEDULE as the service contract holder.

Cover Provided

At OUR absolute sole discretion, the service contract provides the protection described in the cover sections below as a result of an EMERGENCY occurring at the property. The benefit under your bespoke service contract is limited to the claim limit stated in the section of cover.

At OUR absolute sole discretion, the amount WE will pay in respect of any one claim shall not exceed our CLAIM LIMIT including CALL OUT CHARGES, labour, and parts. You are solely responsible for paying any costs of repair where the claim exceeds the benefit provided under the service contract.

External water pipe

At our absolute sole discretion, we will assist you in any EMERGENCY for any blockage, collapse or leakage of the mains water supply pipe, from and including the main stopcock in your home up to where it is connected to the public or shared water pipe within the boundary of your property.

Some examples of cover include but are not limited to –

- A) Blocked external pipes
- B) Leaking from the mains water supply pipe
- C) Drainage problems causing flooding
- D) Damaged and leaking pipes that are causing damage
- E) Loss of mains water supply caused by leakage or damage

WE do not cover –

- A) Damage or failure beyond the boundaries of the property
- B) Frozen pipes that have not cause any damage
- C) Shared water supply pipes
- D) Damage resulting from improper maintenance

CLAIM LIMIT £1,000 per claim

Plumbing

At OUR absolute sole discretion We provide assistance to halt an EMERGENCY which has arisen as a result of the sudden and unexpected failure of or damage to the plumbing within THE HOME which has or may result in water leakage, flooding or internal damage to the home.

Examples of claims covered include, but are not limited to -

- A) Leaking internal or sized international stop tap.
- B) Blocked toilets
- C) Blocked sinks
- D) Blocked waste pipe

WE do not cover –

- A) General maintenance
- B) Frozen pipes which have not caused any damage
- C) Leaks from any household appliances sink, shower, where leakage only occurs when the appliance is in use.
- D) Cracks or broken toilets or cistern
- E) Pipes that do not fall under the jurisdiction of your property boundaries

CLAIM LIMIT - £1,000

Drainage

At OUR absolute sole discretion, WE will assist you YOU to stop an EMERGENCY which has arisen from the sudden and unexpected failure of or damage to the drainage system specifically of your HOME

Examples of claims covered include, but are not limited to -

- A) Drainage issues leading to flooding
- B) Blockages and leaks to internal and external drainage systems

WE do not cover –

- A) General service and maintenance including leaves, build up of oils, fats or debris
- B) Any drainage system which is not of clay pot, plastic, P.V.C or concrete construction
- C) Cesspits, septic tanks, vacuum drainage systems, electric pumps.
- D) Plumbing and filtration systems for swimming pools
- E) Detached outbuildings
- F) Guttering or fall pipes of the home
- G) Damage to drains caused by structures not conforming to local building regulations
- H) Roofs

CLAIM LIMIT - £1,000

Boiler breakdown cover

Dependent upon OUR sole discretion, we will pay for any callout, labour, and parts and materials involved in repairing or resolving the breakdown of YOUR domestic Boiler at your property.

Upon the event of an emergency, WE will source parts as quickly as is possible.

Examples of claims covered include but are not limited to:

- A) Breakdown of the central heating system
- B) Breakdown of the boiler that results in a loss of hot water and central heating

Cover includes –

- A) Heat exchange
- B) Parts, labour, and callout charges
- C) Manufacturer made components
- D) Interconnecting pipework

It is not under our jurisdiction to cover repairs listed below –

- A) The cold water system including its feed and outlet
- B) Any non gas appliances
- C) Removal of sludge or hard water scale from the covered system
- D) Maintenance or replacement of a fan convector, heaters or heated towel rails or under floor heating
- E) Solar powered panels or ground air water source pumps
- F) Erosion, corrosion, or any work arising from hard water scale deposits
- G) Repairs of which our engineer deems BEYOND ECONOMICAL REPAIR
- H) Any gas fired appliance whose purpose is other than solely heating

CLAIM LIMIT - £1,000

Central heating system cover

Dependent on OUR sole discretion, WE will assist YOU to stop any emergency, which has resulted from a sudden and unexpected failure of YOUR DOMESTIC CENTRAL HEATING SYSTEM. It is mandatory that the central heating system be as a result of mechanical or electrical malfunction or failure.

Specific examples of this include –

- A) Breakdown of the boiler, which results in the loss of central heating and hot water
- B) Total breakdown of the central heating system

Cover includes –

- A) Heat exchange
- B) Parts, labour, and callout charges
- C) Manufacturer made components
- D) Interconnecting pipework

WE do not cover –

- A) General maintenance including, descaling of central heating pipes, adjustments to the timing, the temperature controls of the domestic gas central heating system, and bleeding of the radiators.
- B) The cold water system including its feed and outlet
- C) Any non gas appliances
- D) Removal of sludge or hard water scale from the covered system
- E) Maintenance or replacement of a fan convector, heaters or heated towel rails or under floor heating
- F) Solar powered panels or ground air water source pumps
- G) Erosion, corrosion, or any work arising from hard water scale deposits
- H) Any gas fired appliance whose purpose is other than solely heating

CLAIM LIMIT - £1,000

Electrical Emergency Cover

At OUR sole discretion, WE will assist YOU to replace or repair any item or system after YOUR supply meter, which results in the breakdown or failure of the permanent domestic electrical wiring system supplying electrical power to your home

Examples of claims covered include –

- A) Emergencies caused by domestic electrical wiring
- B) Lost power to circuits
- C) Failure of electrical wiring
- D) Breakdown of a fuse box

We do not cover –

- A) Domestic appliances or electrical products containing a plug
- B) Replacing light bulbs, fuses and any other routine domestic maintenance
- C) Wiring or electrics in communal areas
- D) Swimming pools, fish tanks, satellite TV equipment, telephones, power generating systems such as wind turbines, doorbells, garage doors, immersion heaters, portable and fixed heating systems.
- E) External lighting in such places as sheds or outbuildings

CLAIM LIMIT- £1,000

Emergency gas supply pipe cover

At OUR sole discretion, WE will assist you to repair or replace any damaged section of the internal gas supply pipe following a gas leak occurring in YOUR HOME. Assistance from US can only be provided once the national gas emergency service have attended and isolated the leak.

If you think you may have a GAS LEAK in your property, without hesitation please call the national gas emergency service on 0800 111999. The national gas emergency service will then attend your property and isolate the leak.

Examples of claims covered include –

- A) Leaking internal gas supply pipe
- B) Total loss of gas supply

WE do not cover –

- A) Temporally frozen pipes where there is no confirmed damage
- B) Pipes outside the boundary of your home
- C) General maintenance

CLAIM LIMIT - £1,000

Gas appliance cover

At OUR sole discretion, WE will assist YOU and pay for the CALL OUT, materials involved in repairing or rectifying the breakdown of YOUR domestic gas appliance at your property. This includes all parts, materials and labour.

The appliances you decided to include in your plan will be clearly outlined in your schedule.

Examples of claims covered include –

- A) Leaking gas pipes
- B) Gas appliance breakdown

WE do not cover –

- A) General maintenance
- B) Pipes not in the boundary of your property
- C) Temporarily frozen pipes
- D) Systems not installed correctly which do not conform to Gas Safety regulation
- E) Repairing or replacing appliance flues

CLAIM LIMIT - £1,000

Security and lost keys

At OUR sole discretion, WE will assist YOU and pay for the CALL OUT; materials involved in repairing or rectifying emergencies pertaining to YOUR security towards YOUR HOME and lost keys. This includes all parts, materials and labour.

LOST KEYS – WE will assist YOU in gaining access to YOUR home arising from the loss of keys of YOUR PROPERTY. In the circumstances in which YOU have lost the only available key to YOUR HOME and cannot access the property or gain safe access.

SECURITY – WE will assist YOU to repair, replace, or provide an EMERGENCY solution in order to ensure the home is safe and/or limit further damage or failure to the external lock, door, or window.

Examples of claims covered include-

- A) Replacing lost keys
- B) Boarding up broken windows and doors
- C) Replacing broken locks on external doors
- D) Creating emergency access in the situation where you are locked out of your home

WE do not cover –

- A) Internal doors or windows
- B) Loss of keys to the main property if another set exists
- C) Loss of keys for any outbuilding, garage, or shed which is not part of the main home

CLAIM LIMIT - £1,000

Boiler service

OUR engineers carry out one service annually. This is also the same jurisdiction for safety and operational checks. It is OUR aim to ensure that OUR engineers carry out these checks around the same time each year. This is dependent upon their workload and your preference.

Appointments will usually occur between the hours of 9am and 7pm Monday to Friday, not including bank holidays, and will be dependent upon OUR engineer's availability.

One off repairs

Charges

Prior to undertaking, we will discuss the fee of your one off repair in order to ensure you are satisfied with our costing's. Typically our charges are £90 for repairs relating to electrical appliances, drainage and plumbing, electrics, and home security. And £100 for repairs relating to boilers and gas appliances. These charges typically cover repairs costing up to £200. Anything-higher cost wise will be a responsibility for YOU.

In order to be eligible for a one off repair, you must already have a service plan with us. This cover plan will cover the cost of any subsequent appliance repairs or emergency repairs for all items included in your service contract.

If you cancel your membership plan before the contract has been completed, you will be liable to pay the full cost of the repairs, combined with a £120 cancellation fee.

Scheduling

We will arrange and discuss the timing of your repair with you via the phone, through email or through another channel of communication that suits yourself. We will do our best to ensure that your repair occurs as quickly as possible.

If you intend to reschedule your repair, please call 01274736852 between 10.00 and 20.00 GMT. Please allow for at least 24 hours notification of your intention to reschedule.

In rare and unusual circumstances such as weather or ill health, US the providers may be forced to reschedule your repair. We will inform you of any rescheduling problems immediately.

Your Obligations

Please endeavour to make sure the engineer we send has easy access to the property and the item on your schedule that needs repair. Our engineers will not be able to repair the item if they are unable to access it or if any health and safety hazards are present.

If yourself do not own the property, you must obtain the property owners permission before any repairs are arranged. We cannot accept any responsibility for any damages or losses you sustain as a result of our repair if permission for the repair was not sought from the property owner.

Please provide UK SHIELD with as much information as possible about the repair required. This may include the manufacturer of the faulty item, the faults recognised, the age of the item, the period of time the fault has been apparent for, and if previous repairs have been attempted.

Repairs

While UK SHIELD will take all realistic attempts to complete all repairs, there are some instances when it will not be possible to complete the repair. These include –

- A) When undertaking the repair would pose a health and safety risk

- B) When the item-requiring repair does not conform to legal standards, such as if an appliance has been fitted by a non-registered engineer.
- C) When the fault permeates from a design fault

We may identify additional repairs that are required to bring your home up towards regulatory standards, such as power flushes, improvements to safety earthing arrangements for electrical installations, and cleaning out vents or flues for gas appliances.

You are not obliged to accept our approved engineers recommendations for additional repairs. However you will be ineligible to apply for further repairs under you UK SHIELD maintenance plan until the approved engineers recommendations are adhered to. We will discuss the cost of these additional repairs with you directly and agree to the most beneficial pricing structure to yourself before additional work is undertaken.

Damages

We will ensure all practical measures are undertaken to ensure your property is not damaged during the course of your repairs. We will fill in any holes and reassemble any fittings as required, but cannot replace any damages caused by the pre existing fault. We will only be able to compensate you anything caused by our negligence. By premising a repair you accept that some slight property damage may be an inevitable consequence of the work.

Privacy

Here at UK SHIELD, we take your privacy extremely seriously. We only share your personal information when doing so is essential for the completion of the repair. This may mean supplying the name, address, and repair required to our engineer, and communicating with manufacturers to receive the parts required for your repair.

Your personal data may be used within UK SHIELD for some of the below reasons –

- A) To maintain your health and safety
- B) To improve our operations
- C) To offer you information and advice about our services
- D) To offer you discounts and billing information
- E) To contact you about our services
- F) To assist our staff in training

If you do not pay money owed to UK SHIELD it is possible that we may be forced to transfer your debt to another independent organisation, such as a debt collection agency. We may share your information with fraud prevention and credit reference agencies in order to assess your ability to pay your contract and further services we offer.

We may monitor calls and correspondence with you. This is done to ensure a high quality service is attained and for staff training purposes.

In the event that UK SHIELD sells part or all of its operations to a separate entity, your personal information will be shared with this business. We are obliged to inform you of this occurrence in advance to confirm that you are happy for your data to be shared in this way

Pay on use

Should an emergency occur that is not under the jurisdiction of your service contract, UK SHIELD can arrange for an engineer to attend your home. It will be your responsibility to cover the costs arising. The use of this does not constitute a claim under your service contract.

Arranging emergency assistance

1. Serious emergencies in which serious injury to the public or property is a possibility should be immediately referred to the supply company and the public emergency services. Your service contract deals only with emergencies within your property limits
2. Before deciding upon emergency assistance, please make yourself aware if the circumstances are covered within your service contract.
3. Where you have decided upon a monthly payment schedule, Callouts are considered only if your monthly fee is paid from the commencement date up to and including the month in which the emergency occurred and there are no outstanding payments
4. Please call us within 24 hours of the emergency occurring and provide all the information we will require. Please do not make any arrangement prior to speaking to us as if you do will not be able to reimburse any costs you incur. Calls will be recorded for our records.
5. We will appoint an engineer to attend your property
6. The engineer and ourselves will have discretion as to when and how work is undertaken. This will be dependent upon the details you provide to ourselves and any risk to the engineer. We will only delay the work when for it to be undertaken will be a health and safety risk.
7. The approved engineer will charge all costs covered by the service contract directly to us. You will be required to pay the cost of –
 - A) Any excess applicable to your service contract
 - B) Work in excess of the claim limit
 - C) Call out costs if there is nobody at the property when the approved engineer arrives
 - D) Fitting replacement parts or components of a superior specification

Replacement Of Parts Or Components

At OUR discretion, WE reserve the right to use non genuine replacement parts supplied from third parties in addition to those parts that may have been sourced from the manufacturer or their approved suppliers. WE are not responsible for any loss, damage, or inconvenience resulting from a delay in obtaining or receiving delivery from the relevant supplier of any spares.

When replacement parts are received, WE will contact you in order to arrange a suitable time for the engineer to attend. YOU should make sure the engineer could get access to carry out the repair. If we cannot get a replacement part needed in order to carry it out, our liability will be limited to a temporary repair to make the emergency safe.

General exclusions

We shall not be liable for costs arising from –

- 1) Pre existing circumstances known to yourself before the commencement date of your service contract

- 2) Claims arising after the home has been left unoccupied
- 3) Any neglect wilfully or omitted by yourself or any third party
- 4) Events upon which on attendance it is clear that the call out does not constitute an emergency
- 5) General maintenance or any system not regularly maintained
- 6) Any parts that may need to be replaced as a result of natural wear and tear
- 7) Any design defect or any repair that is in our opinion, either difficult or impossible due to problems needed to facilitate the repair
- 8) Loss of or damage arising out of disconnection from or interruption to the public supply of gas or water or electricity to your home
- 9) Replacing lead, steel, or iron pipes, rusting corrosion, general wear and tear, or gradual deterioration
- 10) Any loss however arising unless it is specifically stated as being covered by the service contract, including but not limited to, delays in sourcing spare parts by ourselves.
- 11) Replacement of bespoke or designer radiators or towel rails
- 12) Any Improvements including work that is needed to bring the protected system up to current standards
- 13) Any consequence of civil commotion, riot, labour disturbances, war, lockout, invasion, act of foreign enemy, terrorism, hostilities (with or without war is declared or not), rebellion, revolution, civil war, insurrection or military or usurped power

Conditions

- 1) To improve the quality of service provided, all calls will be recorded
- 2) WE may cancel this contract with immediate effect if YOU have acted in a false or fraudulent manner
- 3) The rights given under this service contract cannot be transferred to anyone else
- 4) You must give reasonable access to enable appropriate treatments to be carried out and follow advice from the engineer in removing furniture that is deemed necessary
- 5) You must take reasonable care and maintain the equipment in good order and take all reasonable precautions to prevent loss or damage
- 6) WE may take proceedings in YOUR name at OUR expense to recover any sums paid under this service contract from a third party should the emergency be as a result of an incorrect or failed repair

How to cancel your service contract

WE fully expect you to be very happy with the specific cover this contract provides. However, if after reading this service contract, this service is not up to your requirements, please write UK SHIELD LIMITED within 14 days of issue and WE will cancel the service contract.

Please be aware that only YOU or authorised third party representative such as a power of attorney can write to cancel. The cancellation provided within your service contract is inclusive of the statutory 14 day period which begins on the commencement date or 14 days from the date in which you receive the your service contract paperwork, whichever is the later.

Where your service contract is cancelled within the cancellation period and you have not made a claim, YOU will receive a refund of any fee YOU have paid to us and your service contract will be cancelled immediately

Where your service contract is cancelled either within or after the cancellation period, and you have made a claim, your service contract will be cancelled immediately and your fee will not be refunded

The maximum cancellation fee repayable is £150 and is applied for each 12-month period from your commencement date. This is for anyone that has made a claim or has had a service from us at any period

Where your service contract is cancelled after the cancellation period and YOU have not made a claim, your service contract will be cancelled and you will be obliged to pay any payment due in the 30 days following the date you contacted us to cancel your service contract. For the avoidance of doubt the service contract will be cancelled from the date that a monthly fee would have been due to the end of the period to which that payment relates. You will continue to be eligible for cover until the date your service contract is cancelled.

WE may cancel the service contract at any time by sending 14 days notice to you at your last known address

Applicable Law

This service contract shall be governed by and constructed in accordance with the law of England and Wales, unless the protected home is in Scotland, in which case the law of Scotland shall apply

Our right to change the price or cover

We aim to offer three years of your service contract without any change to price. However under certain mitigating factors, the cost and nature may find itself forced to be increased, decreased, or amended. YOU will receive at least two months written notice if we need to change your service contract cover or the price or your service contract

Your contract

- 1) UK SHIELD LIMITED will be responsible for arranging and administering your service contract. If YOU need to contact UK SHIELD LIMITED in regards to your contract, please call the customer services number or write to the registered business address
- 2) UK SHIELD LIMITED will collect the fee in accordance with your wishes. Any monies relating to the services that are held by us shall be held by us
- 3) UK SHIELD LIMITED is able to amend these terms and conditions for legal or regulatory reasons as well as to benefit the group as a whole. Where this change benefits you, we will make the change immediately and notify you within 28 days. In all other cases we will write to advise you of the change at least 28 days prior to the change taking effect if the changes do not benefit you, and you desire to cancel your contract, you may do so and we will follow the procedure as outlined under the section labelled 'How to cancel your service contract'
- 4) UK SHIELD LIMITED will write to you if in the future it enters into an agreement with a new underwriter
- 5) UK SHIELD LIMITED will write to you if in the future it transfers in full or in part the arranging and administration of your service contract to another arranger or administrator to confirm the details of the new provider and give you details of any changes to the terms and conditions of the service. YOU hereby authorise UK SHIELD LIMITED to transfer data for the purposes set out above, including to transfer data for the purposes set out above, including data defined as 'sensitive personal data' under the Data Protection Act 1998 and consent to the new arranger or administrator being able to offer continuation of service to you. If at any time you wish to withdraw your agreement to this, please let UK SHIELD LIMITED know by writing to the registered address

Customer service and complaints

It's the goal of UK SHIELD LIMITED to provide you with the highest possible standard of service and satisfaction.

However we acknowledge that occasionally things may go wrong and it is possible there may be occasions where you feel that you have not received the service expected. If this happens we want to hear about it immediately so we can put it right.

Only the named SERVICE CONTRACT HOLDER or an authorised representative should call or write to make a formal complaint.

It is our aim to give you the best possible service, but if you do have any questions or concerns about this service contract or the way your claim is handled, please follow the complains procedure below:

SALE OF THE SERVICE AGREEMENT

If the complaint is about the sale of your service contract cannot be resolved at the end of the next working day, please contact us in writing at –

Customer relations
UK SHIELD LIMITED
7 Bootham Park
Bradford
West Yorkshire
BD9 6EG

To speak to an advisor about anything non – claims related, please call the number given on your service plan.

CLAIMS

Please contact;
UK SHIELD LIMITED
7 Bootham Park
Bradford
West Yorkshire
BD9 6EG
Tel: 01274736852

The above complaints procedure is in addition to your statutory rights as a customer. For further information about your statutory rights contact your local authority trading standards service or citizens advice beureau

DATA PROTECTION ACT 1998

Please note that we and our agents in compliance with the provisions of the Data Protection Act of 1998, for the purpose of providing your service contract, will process any information provided to us and handling claims, if any, which may necessitate providing such information to third parties.

