



Freeport Plus RRBS - CLCL - HLKX
 D S & P Facilities Management Ltd
 The Robbins Building
 25 Albert Street
 RUGBY
 CV21 2SD

Introducing the NEW HeatComplete™ Breakdown Cover

The new HeatComplete™ Breakdown product can help you prepare for the worst and could save you money, time and headaches. This cover is underwritten by London General Insurance and being an insured product offers you more security.

Are you transferring from an original HeatComplete product?

If you are and can demonstrate that the boiler has been properly maintained to date then, unlike some other heating products, your new HeatComplete™ Breakdown policy will provide cover, regardless of it's age!

The only difference is that if your system is over 10 years old for combination boilers or 15 years old for conventional boilers, you will be covered for up to £500 inc VAT during any one policy term, rather than the £1,500 inc VAT limit which applies to boilers under this age.

What if my boiler is uneconomical to repair?

If an engineer feels that your boiler is uneconomical to repair after a breakdown you will be offered a cash settlement proportionate to the age of your boiler.

Peace of mind
for you and
your home
with

HeatComplete™

Breakdown
Cover

How much will it cost?

For just £3.46 per week* you can experience ALL the added benefits of HeatComplete™ Breakdown cover.

Pay monthly by Direct Debit or annually in advance by credit or debit card - it's up to you.

How much will it cost?		
Product	Annual Cost	Monthly Cost
HeatComplete™ Breakdown including Service Visit	£179.99	£15.00
HeatComplete™ Breakdown excluding Service Visit	£129.99	£10.83

*£2.50 per week if purchased excluding annual service visit.

Protect your home NOW for as little as £10.83 per month !

keyfacts

DS&P Facilities Management Ltd
 HeatComplete Breakdown Insurance (Including Service)
 Summary Of Cover

The text below is a summary of cover only. Details of the selling agent for this product can be found under the Status Disclosure section below and can be checked at www.fsa.gov.uk/register/.

Eligibility
 This insurance is available for properties located within the mainland United Kingdom, Isle of Man or Isle of Wight. The property must not be used for commercial purposes of any nature including the letting of the property. You must be the legal owner of the property.

The boiler must be:
 (i) a gas boiler installed in accordance with the manufacturer's instructions, and
 (ii) a domestic boiler with a heating capacity not exceeding 200,000 btu/hr 58.6KW, and
 (iii) under 15 years of age for conventional boilers at the start date*, or
 (iv) under 10 years of age for combination boilers at the start date*, and
 (v) deemed accessible. If on the first visit the boiler is deemed, at the discretion of the authorised repairer, to be installed or located in such a way that it is not easily accessible for inspection, repair or service we reserve the right to decline coverage under the Policy. You may be liable for a call out charge in this instance.

* In certain circumstances we reserve the right to accept a boiler which exceeds these age limits if it can be demonstrated that the boiler has been part of a continued annual service contract ensuring its good condition at the time of application.

Main Benefits
 In the event of sudden or unforeseen breakdown of your boiler or system, which falls within the scope of this Policy, we will carry out repairs at no cost to you. Once during the term of your Policy we will carry out an annual service on your boiler. This means a visual inspection and efficiency test. If the boiler is not working efficiently or safely a full service will be carried out according to CORGI recommendations.

Limits of Cover
 The limit of our liability during the term of the Policy is £1,500 including VAT for conventional boilers under 15 years of age and combination boilers under 10 years of age. The limit of our liability during the term of the Policy is £500 including VAT for conventional boilers over 15 years of age and combination boilers over 10 years of age. If your boiler is in our view considered to be non-repairable or uneconomical to repair and you are covered under your Policy, we will pay you a cash settlement based upon the age of your boiler as determined by us and subject to the maximum payments listed below.

Boiler 0 - 5 years of age - £ 400.00, 6 - 10 years of age - £ 250.00, 11- 15 years of age - £ 200.00, 16 years of age or over - £ 150.00
 In the event that a cash settlement is made in accordance with the above, your insurance will terminate and any further cover under this Policy will cease.

Demands and Needs

The customer named on the Application Form is the owner of an eligible property and believes protection against a boiler or system breakdown (and if included in their policy, an annual inspection) would be beneficial to them. They have been advised of the details of cover on the summary of cover, including the main benefits and main exclusions and limitations of the cover, and are not aware of any other insurance policy they currently have that would make this cover unsuitable. The customer is aware of their obligation to provide all material information and have made a reasoned decision on the basis of the information provided in the summary of cover, and also has a period of 14 days after the commencement of the policy to cancel the contract if they wish to re-consider their decision.

Status Disclosure

DS&P Facilities Management Limited can only offer Boiler Breakdown Insurance from a single provider, London General Insurance Company Limited. We act as an agent of the insurer in respect of the sale of this product. DS&P Facilities Management Limited is authorised and regulated by the Financial Services Authority, with a FSA registered number of 446741 which can be checked by contacting the FSA via the website of www.fsa.gov.uk/register or by phoning 0845 606 1234. Our company registered address is Waltham Forest Business Centre, 5 Blackhorse Lane, London, E17 6DS. If you need to register a complaint please write to the address above or telephone 020 8150 9762. If you cannot settle your complaint with us you may be entitled to refer it to the Financial Ombudsman Service. We are covered by the Financial Services Compensation Scheme. You maybe entitled to compensation from the scheme if we cannot meet our obligations.

SUMMARY TERMS AND CONDITIONS

Main Exclusions

We shall not be liable for:-

- (a) routine cleaning, servicing, inspection or maintenance of the product and replacement of consumables, other than as provided in accordance with the benefits of this Policy;
 (b) adjustment of time or temperature controls or bleeding radiators;
 (c) loss of use of the boiler or system or any consequential loss;
 (d) rectifying cosmetic damage not affecting the safe use of the boiler;
 (e) material or labour charges for which the manufacturer, supplier, installer or repairer of the boiler or system may be held responsible under any guarantee or warranty;
 (f) descaling or any work arising from hard water scale deposits, including desludging and effects of aggressive water and cleaning of airlocks; energy management systems;
 (g) repairs to primary flueing; repair to any gas appliance other than the product detailed on your Schedule;
 (h) call-out charges where no fault was found;
 (i) servicing or repair to dual purpose systems;
 (j) commercial boilers or boilers used for commercial purposes;
 (k) rusting or corrosion.
- The cost of any work which is carried out without our approval, or the cost of repairing any fault on the boiler and/or system, or plumbing installation caused by someone who is not an authorised repairer.

A full list of the exclusions of this Policy can be found in the terms and conditions under the heading Exclusions.

General

Law Applicable: Unless agreed to the contrary prior to Policy inception, this Policy shall be subject to English Law.

Compensation: You may be entitled to compensation under the Financial Services Compensation Scheme in the event that we are unable to meet our liabilities in full.

Claims: In order to make a claim call the Emergency Helpline on 0870 169 0060.
Complaints: If you have any queries associated with this product you may write to London General Holdings Limited at Combined House, 15 Wheatfield Way, Kingston-Upon-Thames, Surrey, KT1 2PA. Complaints should be directed to the relevant party as explained in the section on Customer Care in the terms and conditions. None of the above affects any right of action you may have.

Cancellation: You may cancel this cover within 14 days of receiving your Policy confirmation with a full refund, although if a claim has been made during this period the Insurer may recover any costs incurred. If you cancel after such period no refund will be due, and you will remain liable for the balance of the payment(s) due.

Language: This Policy is written in English and all correspondence entered into shall be in English.

Policy term: The start and end date are detailed on your Policy Schedule. A 14 day deferral period applies, meaning your insurance will not start until 14 days after your application has been received by us. The deferral period does not apply to renewals which have been accepted within the specified renewal offer period.

Insurer: The Insurer is London General Insurance Company Limited, registered number 1865673, whose head and registered offices are at Combined House, 15 Wheatfield Way, Kingston upon Thames, Surrey, KT1 2PQ, authorised and regulated by the Financial Services Authority.

Special needs: For large print, audio and Braille you can call us on 0870 849 9805 or text telephone 020 8869 1796/97.



The Direct Debit Guarantee

- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building society.
- If the amounts to be paid or the payment date changes, London General Holdings Ltd will notify you 10 days in advance of your account being debited or as otherwise agreed.
- If an error is made by London General Holdings Ltd or your Bank or your Building Society, you are guaranteed a full and immediate refund of the amount paid from your branch.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.



HeatComplete™

BREAKDOWN COVER

Get complete
peace of mind
for your home
and your family
from as little as:

£10.83
per month



Covers your central heating system as well as the boiler and provides protection for internal components cylinder, thermostat, radiators and more.

It'll never happen to me.....will it?

Why a HeatComplete™ Policy?

Boilers may not be very exciting, but they can, and do, break down and life isn't much fun without one no matter what time of year!!!

When you're left shivering cold and with no hot water, you're probably at the mercy of one of the many 'expert' heating contractors. But how can you decide which one to trust?

Protect your home
NOW
From only:
£10.83
per month



- Comprehensively covers breakdowns and emergencies affecting the boiler, including call out, labour and parts costs.
- Call 24 hours a day, 365 days a year
- Vetted, fully qualified tradesmen from an approved and monitored Service Agent Network - not cowboys.
- Rapid response for emergencies
- In the event of the total loss of heating, an engineer will aim to make an appointment within 24 hours between 9am and 5pm. And for all other breakdowns, within 48 hours between 9am and 5pm, Monday - Friday.
- No paperwork or bills to pay within cover limits.
- Bills are settled directly with the engineer.
- Generous replacement cash settlement when your boiler is beyond economic repair.
- Permanent repairs are guaranteed for 12 months.
- Policy is underwritten by London General Insurance Company Limited.

Peace of mind for you and your home with HeatComplete™ Breakdown Cover.

- You will have the reassurance that if you experience an uncontrollable water leak, an approved engineer will aim to be with you within 2 hours.
- For loss of heating, an engineer will aim to attend within 24 hours and in all other cases, 48 hours.
- You can call **day or night, 365 days a year.**
- You will never have to worry about unscrupulous cowboys spiralling costs again.



All the peace of mind you want and none of the hassle !

Introducing the NEW HeatComplete™ Breakdown Cover

If you wish to apply by phone, call the number below and a dedicated member of staff will talk you through the simple process.

Call NOW on

0845 331 6234

HeatComplete™

What are the benefits to you?

- A network of qualified and vetted, CORGI registered engineers available to you 365 days a year.
- Covers the central heating system as well as the boiler in the event of a breakdown
- Covers boilers up to 15 years of age and over at the discretion of the Insurer
- Annual visit to check the safety and efficiency of your boiler and a full service where necessary
- Replacement contribution for boilers beyond economic repair
- 2 hour response time for uncontrollable water leaks
- Rapid Response to all breakdowns
- 24 hour / 365 days a year emergency helpline
- No pre-inspection
- One easy monthly payment using Direct Debit

APPLICATION FORM

Please complete all relevant sections and return to: Freepost Plus RRBS-CLCL-HLXX, DS&P Facilities Management Limited, The Robbins Building, 25 Albert Street, Rugby, CV21 2SD

Reference Number
DSPBB1

Customer Reference

Customer Name: Home Phone:
Address: Mobile Phone :
..... Post Code: Email Address:

HeatComplete™ Breakdown Including Service Visit HTCOMP/TFLOMPBICM/TFLOMPBISM

- 12 monthly payments of £15.00 by Direct Debit - Please complete Direct Debit instruction below.
- Single payment of £179.99 by cheque - please make your cheque payable to London General Holdings Ltd.
- Single payment of £179.99 by credit card - please tick box Visa Mastercard Mastercard

HeatComplete™ Breakdown Excluding Service Visit HTCOMP/TFLOMPBECM/TFLOMPBESM

- 12 monthly payments of £10.83 by Direct Debit - Please complete Direct Debit instruction below.
- Single payment of £129.99 by cheque - please make your cheque payable to London General Holdings Ltd.
- Single payment of £129.99 by credit card - please tick box Visa Mastercard Mastercard

Credit Card Payment Details

Card Number: Valid from: / Expires end: / Issue No: (if applicable)
Signature: Home Phone No:
Boiler Make Boiler Model
Boiler Age Boiler Type (conventional/combination)

I consent for my personal data to be used by London General Insurance Company Limited and its associated companies for the purpose of my insurance policy and this may involve passing details to other providers for the purposes of fraud prevention. A copy of my personal data is available to me on payment of a fee.
I understand that cover will commence upon acceptance of my application. The effective date will be clearly stated on the schedule that will be sent to me with the full terms and conditions once the application is accepted.
From time to time we may use your data to keep you informed about other services and products offered by our group and selected third parties (to whom no data will be disclosed), if you do not wish to receive these offers then please tick the boxes provided.

By Post

By Email

By Telephone

Instruction to your Bank or Building Society to pay by Direct Debit

Fill in the whole form in ball point pen.

Please return this form to: Freepost Plus RRBS-CLCL-HLXX
DS&P Facilities Management Ltd, The Robbins Building, 25
Albert Street, Rugby, CV21 2SD.

Originator's Identification No. 760247

Name and Address of your Bank or Building Society

Reference Number

Reference Number

Reference Number

Instruction to your Bank or Building Society

Please pay LGH-Heatcomplete Direct Debits from the account detailed on this instruction subject to the safeguards assured by The Direct Debit Guarantee. I understand that this instruction may remain with LGH-Heatcomplete and, if so, details will be passed electronically to my Bank / Building Society.

Instruction to your Bank or Building Society

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Name(s) of Account Holder(s)

Signature(s)

Date



Branch Sort Code
Bank or Building Society Account Number
Reference Number

Banks and Building Societies may not accept Direct Debit instructions for some types of accounts