

COFFEE INSURE

SIT BACK AND RELAX....

**Gap Insurance and
Motor Aux Insurance
Initial Disclosure Document**

1. THE FINANCIAL CONDUCT AUTHORITY (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

2. WHOSE PRODUCTS DO WE OFFER?

- We offer products from a range of insurers
- We only offer products from a limited number of insurers
- Ask us for a list of insurers we offer insurance from.
- ✓ We only offer this product from a single insurer.

3. WHICH SERVICE WILL WE PROVIDE YOU WITH?

We will advise and make a recommendation to you after we have assessed your needs.
You will not receive advice or a recommendation from us.
We may ask some questions to narrow down the selection of products that we will provide details on.
You will then need to make your own choice about how to proceed.

4. WHAT WILL YOU HAVE TO PAY US FOR OUR SERVICES?

We receive a commission payment from the insurance company for arranging and ongoing management of your insurance policy. This amount is normally a percentage of the total annual premium you pay (excluding insurance premium tax (IPT)).

We receive a flat fee from your insurance company for services that we carry out on behalf of your insurer in respect of the management of their account for the business with which you are dealing.

We will receive additional income from interest earned on insurance monies passing through our bank account.

We also apply the following fees for arranging, administering and the canceling your insurance product. These fees are non-refundable.:-

Service	Fee up to £50.00
Arrangement fee (The value will show on your policy schedule)	£50.00
The Cancellation of your policy within the 14 day Cooling off period - Tyre & Alloy and Scratch & Dent Insurance	£9.99
The Cancellation of your policy within the 30 day Cooling off period - Gap Insurance	£0.00
The Cancellation of your policy after the 14 day Cooling off period - Tyre & Alloy and Scratch & Dent Insurance	£34.99
The Cancellation of your policy after the 30 day Cooling off period - Gap Insurance	£19.99
Transferring your policy to a new vehicle (Same value banding) - Gap Insurance	£14.99
Transferring your policy to a new vehicle (Different value banding) - Gap Insurance	£14.99
Add a Private plate/Changing the insured vehicles number plate	£4.99
Updating your address	£2.99
Requesting hard copies of Policy documents (Price per product)	£4.49
Updating your telephone Number/Email Address	£0.00

5. WHO REGULATES US?

Ping Insure Limited t/a Coffee Insure is authorised and regulated by the Financial Conduct Authority, Firm Reference

Number: 1039220

You can check this on FCA's Register by visiting the FCA's website: <https://register.fca.org.uk> or by contacting the FCA on 0800 111 6768.

6. WHAT TO DO IF YOU HAVE A COMPLAINT?

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the Complaints Procedure below: -

SALE OF POLICY

Ping Insure Limited t/a Coffee Insure
New Broad Street House
35 New Broad Street
London
EC2M 1NH

Email: complaints@pinginsure.co.uk

CLAIMS

MB&G Insurance Services Limited,
Cobalt Business Centre,
Cobalt Park Way,
Newcastle,
NE28 9NZ

Email: CVT@mbginsurance.com

If your complaint about your claim cannot be resolved by the end of the third working day, MB&G Insurance Services Limited will pass it to the insurer.

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service,
Exchange Tower,
London,
E14 9SR.
Tel: 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local Citizens Advice Bureau.

If you have purchased the insurance policy online, you may also raise your complaint via the EU Online Dispute Resolution Portal at <http://ec.europa.eu/consumers/odr/>. This will forward your complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service. However, this may be a slower route for handling your complaint than if you contact the Financial Ombudsman Service directly.

7. ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

We are covered by the Financial Services Compensation Scheme (FSCS). If we are unable to meet our liabilities to you, you may be entitled to compensation from the FSCS.

Further information is available from their website - www.fscs.org.uk

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