



## SUMMARY OF CHANGES

We're making some changes to your insurance policy with EE. These are outlined below, and you can visit [ee.co.uk/insurance-changes](https://ee.co.uk/insurance-changes) to find all the updated policy documents.

### Changes to terms and product benefits for Damage Cover & Full Cover:

What's changing	How does this affect you?	Effective from
Discounted excess for screen damage only repair (for eligible mobile phones with only a damaged screen) which EE can repair at one of its stores or send away to a repair centre.	<p>If your policy is for a mobile handset we could offer you a discounted screen repair for a £25 excess following an accepted claim.</p> <p>Screen repairs are only available on eligible handsets. If the device is eligible for screen repair and found to have further damage the device will not be eligible for this service.</p>	20 August 2024
Cover for Breakdown (Following the expiry of your manufacturer warranty).	<p>If your device breaks down as a result of a mechanical, electrical or electronic fault after your manufacturer warranty expires, we'll repair the device. If we can't repair it, we'll replace it with the same or similar model.</p> <p>Breakdown service is only available where the device is not damaged.</p>	
Battery replacement.	<p>We'll only replace a battery if it's capacity to hold an electrical charge is less than 80% of its original specification.</p> <p>Battery replacement is only available where the device is not damaged,</p>	
Cover for damage of your charging accessories- outside of your device claim.	<p>If you damage the charging accessories that came in the box with your device, we'll pay a maximum of two claims in any 12-month period with no excess charge.</p>	
Contacting EE from a phone which is not an EE mobile.	<p>Call <b>07953 966 150</b> if you need to ring us.</p>	



Wording and explanation improvements throughout.	To make the terms we've improved some wording and formatting.	
Legal ownership updated for devices replaced and inclusion of parts replaced throughout for improved terms.	Improved wording to explain that where any parts/devices are replaced, the original parts/device will become the legal property of EE Limited or their appointed subcontractors.	
The registered address for the insurer and administrator changes to: 40 Leadenhall Street, London EC3A 2BJ	This change of address doesn't affect you.  If you need to contact us in writing in relation to your policy, please continue to use the correspondence address which can be found at <a href="https://ee.co.uk/insurance">ee.co.uk/insurance</a> and in your terms and conditions.	30 September 2024

We're removing the multi-policy discount from all consumer policies.	If you're a consumer customer and you're receiving this discount now, it'll be removed from the first bill after 9 October 2024.	9 October 2024
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If you have a Full Cover policy we're also making the below changes.

**Additional changes to Full Cover product benefits:**

What's changing	How does this affect you?	Effective from
Cover for loss or theft of your charging accessories - outside of your device claim.	If the charging accessories that came in the box with your device are lost or stolen, we'll pay a maximum of two claims in any 12-month period with no excess charge.	20 August 2024
Online claims for loss and theft.	You can now make a lost or stolen claim online. We're aiming to introduce this service from September 2024.  If you need to restrict your EE airtime account, to stop anyone from making or receiving calls, please contact us.	September 2024

If you don't accept these changes, you'll need to contact us to cancel the policy at least one day before your next monthly bill date. If you decide to cancel and don't tell us in time, we'll cancel your policy from the following month's bill date. You can call [150](tel:150) on your EE mobile or [07953 966 150](tel:07953966150) from any other phone.

All terms and conditions are given in English, and we'll only ever communicate with you in English. If you need a copy of the terms and conditions in large print, braille or audio, please call EE Customer Care.

**If you purchased insurance prior to 22nd March 2021, your cancellation rights will remain as detailed in your applicable terms and conditions which can be found through the insurance section of EE App or [ee.co.uk/terms](https://ee.co.uk/terms).**

**Insurance Product Information Documents**

[Damage Cover - from 20 August 2024](#)

[Full Cover - from 20 August 2024](#)

**Insurance Terms & Conditions**

[Full Cover and Damage Cover - from 20 August 2024](#)

**Insurance extra benefits**

[Extra benefit T&Cs – from 20 August 2023](#)