



IMPORTANT INFORMATION

WHO REGULATES US?

EE Limited is an appointed representative of Chubb European Group SE, which is authorised and regulated by the French Prudential Supervision and Resolution Authority and is also authorised by the Prudential Regulation Authority as an insurer. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available on request. Chubb's UK branch is registered in England & Wales. UK Establishment address: 40 Leadenhall Street, London EC3A 2BJ.

EE Limited operates as an appointed representative of Chubb European Group SE solely in the provision of Multi Tech insurance products which are underwritten by Chubb European Group SE, Firm Reference Number 574953.

EE Limited acts as an insurance distributor for Chubb European Group SE in the provision of Single Tech and Device insurance products under the Connected Contracts Exclusion.

EE Limited is authorised and regulated by the Financial Conduct Authority (FCA) reference number 715183, for the provision of consumer credit. EE Limited's registered address is 1 Braham Street, London, E1 8EE. You can find further details included on the Financial Services Register at www.fca.org.uk/register.

If you purchased your insurance policy from a franchise owned store, this store operates as an insurance distributor on behalf of Chubb European Group SE (in the provision of Single Tech and Device insurance products under the Connected Contracts Exclusion) and as an appointed representative of EE Limited (in the provision of consumer credit).

WHAT PRODUCTS DO WE OFFER?

EE Limited operates as an intermediary to offer insurance products which are underwritten by Chubb European Group SE. Your data will be shared with Chubb to provide this product and more information is contained in EE's privacy policy.

DO WE PROVIDE ADVICE OR JUST INFORMATION?

We don't provide advice about insurance products, but we will give you sufficient information relevant to your demands and needs so you can make an informed decision about buying the product.

DEMANDS AND NEEDS

This insurance will meet the demands and needs of a customer who requires either:

- Full Cover – for worldwide cover for their devices in the event of loss, theft, accidental damage, and breakdown after the manufacturer warranty has expired.
- Damage Cover - for worldwide cover for their devices in the event of accidental damage and breakdown after the manufacturer warranty has expired.

We recommend that you check to make sure you do not already have similar insurance or coverage through other sources, like a packaged bank account, travel insurance, home contents insurance or other gadget cover, to avoid any unintentional overlap.

HOW ARE WE REWARDED FOR ARRANGING INSURANCE PRODUCTS?

When you purchase an insurance policy through EE or those working for and on behalf of EE, Chubb pays us a commission which is a percentage of the premium you pay for your policy. Additionally, we may receive an extra commission for our specific activities to promote and enhance the distribution of Chubb's insurance products. If you buy an insurance product, our employees may earn a financial or non-financial commission as recognition for their efforts in arranging the insurance.

HOW TO MAKE A COMPLAINT?

If you have an insurance complaint please contact EE Customer Care:

Online: On your EE app or EE account online via the website.

By phone: Call 150 on your EE mobile or call 07953 966 150 from any other phone.

By email: ContactUs.EEInsuranceTeam@Chubb.com

By post: EE Insurance Team, PO Box 5568, Manchester, M61 0TG

If you are not satisfied with the resolution to your complaint, if you are an eligible complainant, you can contact the Financial Ombudsman Service (FOS). For eligibility rules please refer to Financial Ombudsman on the contact details below. You can contact the Financial Ombudsman, free of charge – but you must do so within six months of the date of the final response letter.

If you do not refer your complaint within this time, the Ombudsman will not have permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

Online: www.financial-ombudsman.org.uk

By phone: 0800 023 4567 / 0300 123 9123

By email: complaint.info@financial-ombudsman.org.uk

By post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Using EE's complaints procedure or contacting the Financial Ombudsman Service does not affect your legal rights.