

About Our Insurance Services

Please read this document carefully. It provides you with information about our services, charges and regulatory responsibilities. You should use the information in this document to help you decide if our services and products are right for you.

Our underwriters and services	Sainsbury's Bank acts as an intermediary for home insurance. For Sainsbury's Bank Home Insurance we offer products from a limited number of selected underwriters. Please contact us if you want a list of who those underwriters are. When arranging and maintaining cover Sainsbury's Bank act as an agent of the Insurance company shown on your PolicySchedule.																		
What service will we provide you with?	You won't receive advice or a recommendation from us. You are responsible for deciding whether the policy meets your particular needs and demands																		
Who regulates us?	Sainsbury's Bank plc, Registered Office, 33 Holborn, London EC1N 2HT (registered in England and Wales, no. 3279730) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Register no. 184514). In relation to home insurance, Sainsbury's Bank plc. acts as a general insurance intermediary. We arrange home and motor insurance contracts for consumers only. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.																		
Ownership	J Sainsbury plc. own 100% of our share capital.																		
Are there any fees for your service?	<p>We'll apply a charge to cover our administration costs in certain circumstances; these are listed in the table below</p> <table border="1"> <thead> <tr> <th>Fee name</th> <th>Online £</th> <th>Telephone £</th> </tr> </thead> <tbody> <tr> <td>Set Up Fee – this fee also applies at renewal If your policy is cancelled within the first 14 days of inception this fee will be refunded.</td> <td>£30</td> <td>£30</td> </tr> <tr> <td>Cancellation – within 14 days of inception</td> <td>Not available</td> <td>£20</td> </tr> <tr> <td>Cancellation – after 14 days</td> <td>£25</td> <td>£25</td> </tr> <tr> <td>Permanent mid-term adjustment</td> <td>£0</td> <td>£15</td> </tr> <tr> <td>Missed/late payment fee</td> <td>£20</td> <td>£20</td> </tr> </tbody> </table>	Fee name	Online £	Telephone £	Set Up Fee – this fee also applies at renewal If your policy is cancelled within the first 14 days of inception this fee will be refunded.	£30	£30	Cancellation – within 14 days of inception	Not available	£20	Cancellation – after 14 days	£25	£25	Permanent mid-term adjustment	£0	£15	Missed/late payment fee	£20	£20
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Choice of Law	<p>You and we have a choice about which law applies to our relationship with each other and the insurance contract you have entered into. By entering into this insurance contract you agree that your dealings with us before and after you take out your insurance contract (including any non-contractual disputes or claims) and the terms of this insurance contract will be governed by Scots law if your address is in Scotland when the insurance contract is concluded, the laws of Northern Ireland if your address is in Northern Ireland when the insurance contract is concluded, otherwise all dealings with us and the terms of this insurance contract will be governed by the laws of England and Wales.</p> <p>The courts of either England and Wales, Scotland or Northern Ireland (depending on your address at the time this insurance contract is concluded) will have exclusive jurisdiction to settle any disputes or claims arising out of or in connection with it.</p>																		
How we make money	<p>We arrange the policy with the insurer on your behalf and charge a set-up fee which is included in the total annual premium. We take commission from the total annual premium. If you have chosen to take out an additional product, we take commission from the total premium. If you pay monthly, interest will be applied to the overall cost. In addition, we may also charge administration fees for certain changes to your policy and if you fail to keep up to date with monthly payments. A full breakdown of our fees and charges is shown in the fee section above.</p> <p>Our staff are salaried, and they receive an annual bonus based upon the overall performance of the Sainsburys Group. Our contact centre staff may receive other performance-based benefits for the policies they process if they achieve a high standard of customer service.</p>																		
Client money status	When collecting and refunding premiums, we do so on behalf of your underwriter. This means that any premiums you pay to us are treated as though they have been received by the underwriter.																		
Statement of demands and needs	Sainsbury's Bank Home Insurance is designed to meet the needs of a person requiring Home insurance and associated services for their use and ownership or occupation of a private residence																		
Continuous Payment Authority Auto Renewal	If we offer to renew your policy automatically, you give us permission to do so on the basis of the renewal premium and policy conditions, details of which we will send you before the renewal date. If you don't want us to do this, you can call us to let us know before the renewal date.																		
Are we covered by the Financial Services Compensation Scheme?	We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Further information about compensation scheme arrangements is available from the FSCS.																		

<p>How we use your personal information</p>	<p>Our main use of your personal information is to provide the specific service you require. We'll use your information and information about others you name on the policy to give you quotations, and manage your insurance policy, including underwriting and claims handling. Your information comprises all of the details we hold about you and your transactions and includes information we obtain about you from third parties, the Sainsbury's Group (as detailed in our Privacy Policy, which can be found on our website and which we may update from time to time) and the Nectar Programme.</p> <p>We or the insurer may use your information to assess financial and insurance risks relating to you including through risk assessment modelling and profiling, prevent and detect crime including anti-money laundering and financial sanctions, comply with our legal and regulatory obligations, develop our products, services, systems and relationships with you, review our records for signs of any previous fraudulent activity which may affect our ability to offer you cover. This may involve disclosing your personal information to other insurers, third party underwriters, reinsurers, regulators, credit reference agencies and fraud prevention agencies. If you have one, details relating to your Nectar Card and number of points earned will be passed, to Sainsbury's Supermarkets Ltd, so that the Nectar Programme can be administrated.</p> <p>To understand how Sainsbury's Group uses your information, the legal basis for that use and your right to object to those uses – please take a look at our Privacy Policy. One of the ways we use your information at Sainsbury's Bank is to get in touch with you about Sainsbury's products and services by electronic and non-electronic means. If you don't want Sainsbury's Bank to send you marketing by text, email or post then please see our Privacy Policy for details on how to optout.</p>
<p>What to do if you have a complaint</p>	<p>If you have a complaint about your policy please call us on 0345 266 1670, write to us at Freepost Sainsbury's Bank Insurance, PO Box 4996, Worthing, BN11 9ZF. If we can't resolve your complaint, you may refer your complaint to the Financial Ombudsman Service (FOS) provided you do so within 6 months of the date of the Final Response. They will then inform you directly of its decision. Referral to the FOS will not prejudice your right to take subsequent legal proceedings. Their address is: The Financial Ombudsman Service, Exchange Tower, London E14 9SR, telephone 0800 023 4567 or 0300 123 9123, email them at complaint.info@financial-ombudsman.org.uk, or visit the website -www.financialombudsman.org.uk.</p> <p>If your policy is underwritten by any Lloyd's Managing General Agent (as identified on your insurance schedule), you may choose to refer your complaint to Lloyd's you can write to them at Complaints, Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, Kent ME4 4RN, email complaints@lloyds.com, or call 0207 327 5693 or Fax 0207 327 5225. They will undertake a full review of the complaint and issue a Final Response detailing the outcome of their investigations.</p> <p>If you wish to complain directly to your insurance underwriter, their details can be found in your policy documents.</p>
<p>Credit Referencing</p>	<p>As a responsible lender we are committed to ensuring that our customers can afford the products that we offer. To do this we complete an affordability assessment, which includes a credit search that will leave a record on your credit file.</p> <p>When we provide a quote, we do a 'soft search' of your credit report. This gives us a snapshot of your key information without affecting your credit score or leaving a credit footprint for other lenders to see.</p> <p>If you decide to purchase your insurance, and apply for credit through paying by our insurance premium finance instalment facilities we will give details of your account and how you conduct it to our credit reference agency. This will leave a record on your credit file converting the 'soft search' in to what is known as a 'hard search', meaning it will be visible to other lenders and could affect you if you apply for credit in future.</p> <p>If you make a change to your policy during the term of insurance, which results in a substantial increase to the loan amount, an additional affordability assessment will be carried out after we receive your application. The affordability assessment includes a credit search that will leave a record on your credit file.</p> <p>Please be aware: if this additional affordability check is unsuccessful we will notify you. If it is unsuccessful then we will ask you to find an alternative way to pay for the additional insurance premium rather than through instalments and if you are unable to do this, you may have your policy withdrawn.</p> <p>If you borrow and do not repay in full and on time, we may cancel your insurance and your insurance finance. We will inform our credit reference agency who will record the cancellation of the credit agreement.</p>