
AFFINITY: JEWELLERY & WATCH INSURANCE

Summary of Cover

This summary contains details of the key features and benefits of the Affinity Jewellery and Watch Insurance together with information on the significant exclusions and limitations. **This summary does not contain the full terms and conditions which can be found in the policy terms and conditions attached.**

It is important that you read the policy terms and conditions prior to purchasing the insurance to ensure it is correct. Please pay particular attention to your obligations highlighted in red.

You must take all reasonable care to provide complete and accurate answers to the questions we ask when you take out this insurance. If there is something about which you are unsure and require clarification please telephone Affinity Brokers Ltd on 0345 643 1387.

The policy is underwritten by Arch Insurance (UK) Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 229887. Registered Office: 4th Floor, 10 Fenchurch Avenue, London, EC3M 5BN. Registered in England and Wales: No. 04977362. Any reference to “we”, “our”, “ours” and “us” is a reference to Arch Insurance (UK) Limited.

What is covered by the insurance?

Insured items are covered against:

- Theft
 - Loss
 - Accidental Damage
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How does the insurance work?

- The insurance lasts for a period of 1 year or 3 years from the start date of the insurance; the start date is shown on your sales receipt.
- You may need to review this cover periodically to ensure it remains adequate for your needs.
- In the event of a valid claim, your insured item will be replaced or repaired.
- If we replace your insured item following a claim then this insurance will automatically end.
- You have the right to cancel this insurance within 30 days of buying the insurance.

This insurance is NOT renewable. It is your responsibility to ensure you have alternative insurance arranged in place on expiry of this insurance. Further insurance may be arranged through Affinity Brokers Ltd.

What are the significant exclusions and limitations of the insurance?

The most we will pay for any claim is the original purchase price of the insured item subject to a maximum of £15,000.

The insurance is limited to insured items belonging to residents of the United Kingdom. However, this insurance covers use of your insured item anywhere in the world.

If you have purchased a 3 year policy, then any insured items worth more than £5,000 must be inspected by a jeweller every 2 years to ensure that settings or clasps are in good working order. Proof of the jeweller inspection may be required at the time of a claim.

The insurance does not cover any reduction in market value, beyond the cost of repair or replacement;

The insurance does not cover the cost of replacing any undamaged items of a pair or of a set or other item of a uniform nature, colour or design, where matching replacements cannot be obtained.

The insurance does not cover deliberate damage, neglect of the insured item, not following the manufacturer's instructions, overwinding or the cost of repair or replacement where the insured item has broken down.

Theft is not covered when the insured item is stolen from any commercial vehicle, convertible or soft topped vehicle.

If we replace the insured item following a claim then this policy will automatically end.

Full details of all the exclusions and limitations of this insurance are set out in the policy terms and conditions.

How do I make a claim in the event of accidental damage?

As soon as you discover that your insured item has been damaged, you must do the following:

1. You must call Affinity Brokers Ltd on 0345 643 1387 and provide them with your transaction number which is shown on your sales receipt.
2. Affinity Brokers Ltd will give you instructions on where to send your insured item. You will also be asked to include your sales receipt. You must send your item by special delivery.

Full details of your obligations are set out in the policy terms and conditions.

How do I make a claim in the event of theft/loss?

As soon as you discover the theft or loss of your insured item you must do the following:

1. **you must notify the police.** You must obtain either a crime reference number or crime report following a theft, or submit a loss report form to the police following a loss. If the police force does not have a loss report service, and the loss exceeds £500, then you must notify the loss, at your expense, on www.reportmyloss.com; and
2. **you must also call Affinity Brokers Ltd** on 0345 643 1387 and provide them with your transaction number which is shown on your sales receipt. Affinity Brokers Ltd will check your details and if valid send you a claim form for completion.

Full details of your obligations are set out in the policy terms and conditions.

Would I receive compensation if Arch Insurance (UK) Limited were unable to meet its liabilities?

Arch Insurance (UK) Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from FSCS if Arch Insurance (UK) Limited is unable to meet its obligations to you under this insurance.

If you are entitled to compensation from the FSCS, the level and extent of compensation will depend on the nature of this insurance. Further information about FSCS is available on their website: www.fscs.org.uk or you can write to them at PO Box 300, Mitcheldean, GL17 1DY.

How do I make a complaint?

Our aim is to get it right, first time, every time. If we make a mistake we will try to put it right promptly.

Complaint relating to the sale of your insurance

If you are dissatisfied with any aspects of the sale of your insurance you should contact:

Affinity Brokers Limited,
21 Blythswood Square,
Glasgow,
G2 4BL,
United Kingdom
Email: info@affinitybrokers.co.uk

Complaint relating to the terms of your insurance or any claim

For all other complaints, including complaints relating to the terms of your insurance and/or complaints relating to your claim you should contact Arch Insurance directly:

Complaints Manager
Arch Insurance (UK) Limited
4th Floor
10 Fenchurch Avenue
London
EC3M 5BN

Email: complaints@archinsurance.com

Full details about your rights are set out in the policy terms and conditions.