



The cost of boiler repairs and parts can add up. We offer peace of mind.

Relax

keyfacts[®]

About ServiceCare insurance | Policy Summary

This policy summary does not contain the full terms and conditions of the cover. Full terms and conditions can be found in the policy document.

Insurer

The insurer of this policy is Europ Assistance Holding Irish Branch. Benefits and services under this policy are provided by Europ Assistance Holdings Limited.

Type of insurance and cover provided

This is Emergency Boiler and Central Heating Breakdown Insurance.

Eligibility requirements

To be eligible for this insurance, the following requirements must be met:

- Warm air systems, condensing and Combination boilers must be less than seven years old and Conventional Boilers less than 15 years old at the beginning of the policy.
- Your boiler or warm air unit must be less than 150,000 btu's.
- At least half the rooms at the property must be used for normal living purposes and the property may not be used as a residential or nursing home.

Significant features and benefits

Your policy includes the following benefits which are explained in detail in the policy document:

What is covered:

Except where the installation is considered by us to be beyond economical repair, we will pay up to £1,500 per policy per year for Labour and parts under this section of the policy. **See under What is covered in the Policy Wordings:**

1. Any single insured boiler with standard component(s) as supplied by the boiler manufacturer and fitted within the boiler casing, that are designed to be used in the normal operation of the boiler.

2. Room thermostat, time controls, motorised/selector valves,* single water circulating pump.*
3. Labour charges directly connected with the repair or replacement of failed parts of the central heating installation at your property/home as stated in the Certificate.

*Which must be capable of being isolated without draining down the system.

In addition to this insured cover, you will also be entitled to a non-insured initial/annual inspection and safety check and annual service of your boiler covered by the policy - **see Initial Inspection & Safety Check.**

Significant or unusual exclusions and limitations

There are some situations which you are not covered for. These generally involve anything you already know about or that is caused by deliberate or careless acts on your part. **Full details of these are given in the policy document.**

The most significant exclusions of this policy are set out below. There may be other exclusions that are significant to you, so you need to check the policy document for full details.

What is not covered:

1. Any claim within the first 45 days from the date that the Application is received by us. **See Policy Conditions - Basis of Contract.**
2. Damage, which is accidental or otherwise caused by external means, including those caused by failure of gas, electric, oil or water supplies. **See What is not Covered, 3.**
3. Any failure of the insured parts during the period when they are covered by the relevant manufacturers / contractor's guarantees or warranties or insured parts covered through non-compliance with the manufacturer's operating instructions. **See What is not Covered, 5.**

4. Descaling or desludging and any work arising from damage caused by hard water scale, rust or sludge deposit or from damage caused by corrosive water, water with a high chemical content or extensive corrosion. **See What is not Covered, 10.**
5. Any costs incurred due to boiler or system noise, or where no fault is found. Any costs where no fault is found, the visit will be charged to the Policyholder. **See What is not Covered, 15.**
6. Damage resulting from lack of proper maintenance, or where at anytime in the opinion of the Authorised Service Agent/ Contractor the boiler or system is installed incorrectly, unsafe, or fitted with an incorrect component. **See What is not Covered, 28.**
7. Any claim or event where the property has remained unoccupied for more than 60 days. **See What is not Covered, 31**

Duration of cover

This policy of insurance will run for the period shown on your policy schedule.

Your right to cancel

You have the right to cancel your policy of insurance within 14 days from the date of issue or receipt of policy terms and conditions, whichever is the later. We will refund to you any premium you have paid and will recover from you any payments we have made.

Making a claim under your policy

In the event of a Central Heating Emergency please phone 0844 338 5602.

How to complain

Please refer to 'About our Services' for details about how to complain.

Financial Services Compensation Scheme

We are covered by this scheme, please refer to 'About our Services' for more information.



Simply call **08456 50 11 86** (Quoting "ServiceCare") or visit **www.phoenixenergyservices.com** or alternatively complete and return the application form overleaf.

Added Value!

Annual Boiler Check

Receive all this plus an annual boiler check covering the following:

- Boiler efficiency check.
- Checking the operation of the safety devices and adjusting as required.
- Visual inspection of the complete gas installation and flue.
- Completion of report with copy to the customer.
- Gas soundness test.

Repair Service

Should your gas boiler break down one call to our helpline provides:

- Fast and efficient service, particularly in an emergency so you won't be left in the cold.
- Fully trained and registered Gas Safe Register engineers.
- Guaranteed repair work.
- Priority breakdown service, 7 days a week, 365 days a year.
- Cover up to £1500 parts and labour during the period of insurance cover. (Subject to terms and conditions)

*Subject to initial payment of £35.70 then 11 payments of £13.10. **Reply within 60 days to take advantage of this offer.

Phoenix ServiceCare is designed to bring you peace of mind and a simple solution should your boiler ever break down. After all, being left without heating or hot water are problems we could all do without. For just **£13.10 a month*** you can be sure that if things go wrong, you're covered **7 days a week, 365 days a year!** Plus, for added peace of mind, when you sign up for Phoenix ServiceCare you automatically receive an annual boiler check (normally **£59.99**). The total cost for our annual cover is just **£179.80****.





Typical costs charged by Phoenix Energy Services at April 2010

£105

£194

£65

£185

£135

£95

£110



There are a lot of parts in your boiler all working together to keep your home comfortable. The cost of parts and repairs can be expensive so let us offer you peace of mind...

About our insurance services

keyfacts[®]

1. The Financial Services Authority

The FSA 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 can only offer products from a limited number of insurers for assistance.
- Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

3. Which service will we provide you with?

- We will advise and make a recommendation for 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 for our services?

- A fee.
- No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

Phoenix Energy Services is an appointed representative of Europ Assistance Holdings Limited, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN, which is authorised and regulated by the Financial Services Authority. Europ Assistance Holdings Limited's FSA Register number is 311883. Europ Assistance Holdings Limited's permitted business is advising customers on non-investment contracts, making arrangements with a view to transactions in non-investment insurance contracts, dealing as an agent in non-investment insurance contracts, assisting in the administration and performance of non-investment insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

6. What to do if you have a complaint?

If you wish to register a complaint, please contact us:

...in writing

the Quality Department, Europ Assistance, Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN; or

...by phone

0844 338 5799; or

...by e-mail

quality@europ-assistance.co.uk

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

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.

Phoenix Energy Services Limited
(Registered Number 41410)
whose registered office is at
197 Airport Road West, Belfast BT3 9ED

PHOENIX
ServiceCare

ServiceCare

Application Form

Personal Details

Title (eg. Mr/Mrs/Ms) First Name
Surname
Address
Post Code Tel (inc. STD)

Heating System Details

Boiler make Boiler model
Type of gas boiler (please tick as appropriate)
 Conventional Combination Backboiler Condensing
Actual / estimated age of gas boiler years

ServiceCare Includes:

- Boiler and Controls
- Annual Safety & Performance Check
- Priority Attention
- Breakdown

How do you want to pay?

Please select your method of payment for the total cost of £179.80*

- Direct Debit
- Single payment by Cheque or Postal Order#
- Single payment by Credit or Debit card
- Visa
- Mastercard
- Switch
- Delta

Credit/Debit Card Number

Expiry Date Issue No Issue Date

*Reply within 60 days to take advantage of this offer.
*Cheques should be made payable to Europ Assistance.

Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the form and send to: Europ Assistance, Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN

Name and full postal address of your Bank or Building Society

To: The Manager
Bank/Building Society

Service User Number

Reference

Declaration: I hereby apply for cover under the terms and conditions of the Europ Assistance Holdings Limited/Direct Assist Phoenix ServiceCare. I confirm that my boiler and controls and water circulating pump are in good working order. I declare that the details in this proposal are true and complete to the best of my knowledge and belief. **Warning:** Any false statement may render your policy invalid. A specimen of the policy is available on request. Copies of any correspondence relating to this application should be kept by the proposer. A copy of the proposal form is available on request up to three months after its application.

Data Protection: Occasionally Europ Assistance Holdings Limited/Direct Assist would like to provide you with details of other products and services. If you do not wish to receive this information, please tick this box

Signature

Date