

Rely on us to keep things running smoothly



AVOID UNEXPECTED BOILER REPAIR COSTS &
ENJOY PEACE OF MIND 365 DAYS A YEAR WITH

PHOENIX
ServiceCare



Protect against unexpected repair costs with Phoenix ServiceCare

We know that you rely on your boiler for heating and hot water, so if anything goes wrong it can be **difficult and expensive** to repair.

Be covered against unexpected repair costs.

Phoenix ServiceCare is designed to bring you peace of mind and a **simple solution** should your boiler or controls ever break down. An annual boiler check is also included which helps to keep your boiler running safely and efficiently.

For an **initial payment of £39.99** and then just **£16.81 a month*** you can be sure that if things go wrong, you have someone to contact **7 days a week, 365 days a year.**

And as a ServiceCare customer we will ensure that you receive priority service **all year round.**



What's included?

Choose ServiceCare Boiler Cover and you'll receive the following benefits:

- **Annual boiler check**
18 point check worth **£59.99** every year ensuring your boiler is working **efficiently and safely.**
- **Cover up to £1500**
includes parts, call out charges and labour during the period of ServiceCare cover¹.
- **24 hour customer helpline**
so you can **call any time** of the day or night.
- **Priority breakdown service**
ServiceCare customers receive **priority service 7 days a week, 365 days a year.**
- **Guaranteed repairs**
all repairs including parts and labour are **guaranteed for 12 months.**¹
- **Fast and efficient call out service**
particularly in a breakdown emergency so you won't be left out in the cold.

You're in expert hands – all our engineers are professionally trained and Gas Safe registered.

All this for an initial payment of £39.99 and then just £16.81 a month.*
(Total cost of annual cover is £224.90)



Simply call 01444 442 488 (Quoting "ServiceCare")

or visit www.phoenixenergyservices.com

or alternatively **complete and return** the application form attached.

* Subject to initial payment of £39.99 then 11 payments of £16.81. Total cost of annual cover is £224.90. ¹ Subject to terms and conditions. Boiler age limits apply. See Policy Summary within this booklet.

Find out what our customers think...

"With ServiceCare I have peace of mind that any problems with my boiler will be quickly resolved without costly breakdown repair bills. It is also excellent value as it includes my annual gas safety check which gives me added assurance that my gas installation is working safely and efficiently."

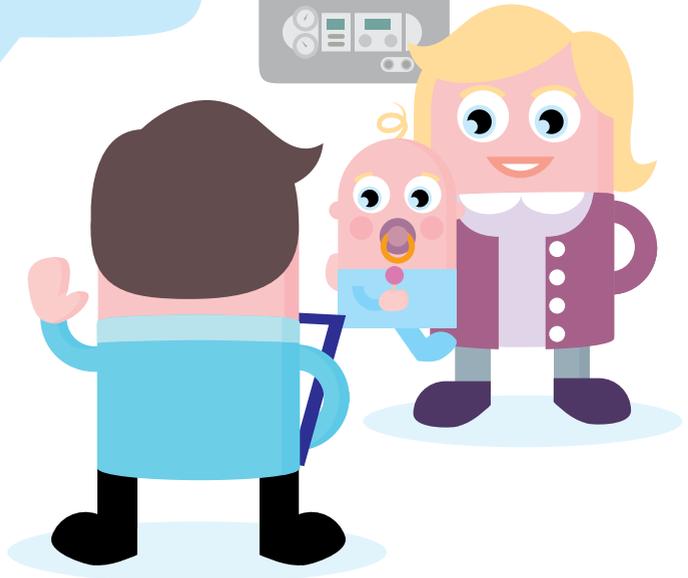
Mrs Hemphill, Belfast

"I took on ServiceCare boiler cover with Phoenix two years ago. The best decision I ever made! Super service, knowledgeable, friendly staff and excellent value for money. 365 days of the year, could you ask for more! I would be lost without it."

Mr Adair, Jordanstown

"Extremely impressed with the speed our engineer was out with us, fabulous service all round."

Mrs R Lynas, Lisburn



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 Great Lakes Reinsurance (UK) SE. Benefits and services under this policy are provided by Intana (Intana is a trading style of Collinson Insurance Services 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:

- 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 44kw (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 Wording:**

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 01444 442 606.

Making a complaint

Our Promise of Service

We aim to provide a first class service at all times. However, If You have a complaint You should contact us in the first instance at:

Quality Department
Intana
Sussex House
Perrymount Road
Haywards Heath
West Sussex RH16 1DN

Alternatively telephone us on 01444 442 010 or email us at quality@intana-assist.com

We will aim to provide you with a full response within four weeks of the date we receive your complaint and our response will be our final decision based on the evidence presented. If for any reason there is a delay in completing our investigations, we will explain why and tell you when we hope to reach a decision.

In any event, should you remain dissatisfied or fail to receive a final answer within eight weeks of us receiving your complaint, you may have the right to refer your complaint to an independent authority for consideration.

That authority is the Financial Ombudsman Service (FOS) at:

South Quay Plaza
183 Marsh Wall
London E14 9SR
Telephone 0800 0234 567 or 0300 1239 123

Please note that if you wish to refer this matter to the FOS you must do so within 6 months of our final decision. You must have completed the above procedure before the FOS will consider your case.

Your legal rights are not affected.

Financial Services Compensation Scheme

Collinson Insurance Services Limited and Great Lakes Reinsurance (UK) SE are both covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS, if either are unable to meet their obligations. More information can be obtained from the FSCS website: www.fscs.org.uk

Phoenix Energy Services Limited is an Introducer Appointed Representative of Collinson Insurance Services Limited (t/a Intana) who are authorised and Regulated by the Financial Conduct Authority.

Please return your completed Application to:

Phoenix ServiceCare, Sussex House, Perrymount Road, Haywards Health RH16 1DN

Phoenix ServiceCare is sold by



Application Form

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



Please fill in the form and send to: Intana, 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

Address

Post Code

Name(s) of Account Holder(s)

Bank Sort Code

Bank/Building Society Account No

Branch Sort Code

Service User Number

7 6 3 4 8 5

Reference

Instruction to your Bank or Building Society

Please pay Direct Assist Insurance Services (a trading name of Collinson Insurance Services Limited) Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Direct Assist and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

Declaration: I hereby apply for cover under the terms and conditions of the Collinson Insurance Services Limited 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 Intana 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

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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

Please note that conventional boilers over 15 years old and combination boilers over 7 years old are not eligible for cover.

ServiceCare Includes:

Boiler and Controls Priority Attention Annual Safety & Performance Check Breakdown

How do you want to pay?

Please select your method of payment for the total cost of £224.90*

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 Collinson Insurance Services Limited. This policy is underwritten by Great Lakes Reinsurance (UK) SE.

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