



Important information about our Insurance Services

- **Whose products do we offer?**
We only offer products through a single insurer for guaranteee insurance – if you wish to know their details please contact us.
- **Which service will we provide you with?**
You will not receive advice or a recommendation from us for guaranteee insurance. We will only provide you with suitable information about our available insurance products; you will then need to make your own choice about how to proceed.
- **Will you have to pay for our services?**
You will not have to pay any fee in respect of guaranteee insurance.
- **Who regulates us?**
CPA Consumer Guard Limited, CPA House, 11 North Bridge St, Sheffield, Bedfordshire SG17 5DQ, is authorised and regulated by the FCA in respect of insurance mediation activities only. Our FCA number is 306009. Our permitted business is advising on and arranging insurances. The CPA is an appointed representative of the CPA Consumer Guard Limited. You can check this on the FCA's www.fca.gov.uk/register or by contacting them on 0845 606 9966.
- **What to do if you have a complaint**
If you wish to register a complaint, please contact us in writing at CPA Consumer Guard Ltd., CPA House, 11 North Bridge St, Sheffield, Bedfordshire SG17 5DQ or by phone on 01462 850062. If you cannot settle your complaint with us then you may be entitled to refer it to the Financial Ombudsman Service.
- **We are covered by the Financial Services Compensation Scheme (FSCS)**
CPA Consumer Guard Ltd. and the Consumer Protection Association are both covered by the FSCS. Under this scheme you may be entitled to compensation if either firm are unable to meet their obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim, without an upper limit. Further information about this scheme is available from the FSCS.

Who are the Financial Conduct Authority (FCA)?

The FCA is the independent watchdog that regulates financial services. They authorise and regulate the Consumer Protection Association, the appointed representative of CPA Consumer Guard Ltd. Use this information to decide if our services are right for you.

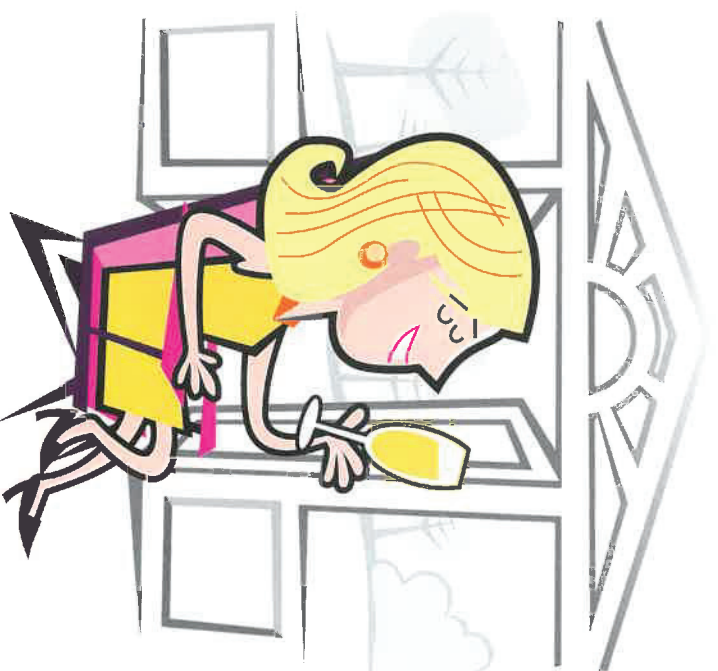
For more information call 01462 850062 or visit www.thecpa.co.uk

Version 5



Guarantee your home improvements

Activate your **Insurance Backed Guarantee** online – it's **FREE** and only takes a few minutes!



The Consumer Protection Association guarantees complete peace of mind

www.thecpa.co.uk

Register on-line today – it's quick and easy...



Activate your Insurance Backed Guarantee

**Congratulations on purchasing your home improvements
from a CPA Approved Craftsman.**

1 To activate your Insurance Backed Guarantee go to
www.insure.thecpa.co.uk

2 You'll need to enter your installer's details:
they will supply you with a **membership number** and **password**

a Enter membership number:

b Enter password:

**IMPORTANT:
YOU ARE NOT
INSURED UNTIL YOU
HAVE REGISTERED
YOUR DETAILS ONLINE**
You must register your
Insurance Backed
Guarantee within
28 days of
completion

On the **Insurance Backed Guarantee** page you need to:

- Complete all the required fields on the form
- Once you are sure that the information is correct, click **Submit**
- You will then see that your **Policy Certificate** is nearly ready **but you MUST click the 'Complete my application' button to finish the process**



- Your Policy Certificate will appear on screen for you to view or print. You will also have a copy sent by email, for future reference.

If you would prefer to have a hard copy of the Policy Certificate posted to you as well, please contact us on **01462 850064** plus you can download a explanatory leaflet from our website www.thecpa.co.uk/booklet

We hope you found this process quick and easy to use; but in the event of any difficulties – please contact us on 01462 850064 during office hours of 9am to 5pm, Monday to Friday.



For more information and help with your registration please call 01462 850064 or visit www.thecpa.co.uk