

Part P Warranty Insurance - Important Information

About our Insurance Service

The Electrical Contractors' Insurance Company Limited is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 202123. Our Permitted Business is effecting and carrying out contracts of insurance. You can check this on the FSA's Register by visiting their web site www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

We only offer our own products. You will not receive any advice or recommendation from us. We may ask you some questions to narrow down the selection of products that we offer to you. You will then need to make your own choice about how to proceed.

All documentation provided will be in English unless otherwise agreed by us.

Your Demands and Needs

This products meet the demands and needs of those who require a conditional warranty insurance for certain electrical installation work performed and certified by an approved contractor in accordance with Part P of the Building Regulations.

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What is the Part P Warranty Policy?

The Part P Warranty Policy is underwritten by the Electrical Contractors' Insurance Company Limited ("ECIC"). This is a brief summary outlining the cover we provide and does not form part of the terms and conditions of the Part P Warranty Policy. For full details of the terms, conditions and exceptions that apply please refer to the Part P Warranty Policy document. If you have any questions about this product please call 0845 880 1050, fax 08450 343 270 or e-mail us at ecic.bonds@eca.co.uk

The Part P Warranty Policy is a conditional warranty insurance in respect of electrical installation work performed and certified by an Approved Contractor in accordance with Part P of the Building Regulations. The Regulations, and consequently the warranty, apply to installations within dwellings in England or Wales only.

The warranty is solely intended to protect against the cost of rectifying the Approved Contractor's work should it fail to comply with the standards required by the Building Regulations. It does not cover wear and tear or breakdown or failure of installed products. Consequential losses, such as inconvenience or loss of use are also excluded. Please see the Policy's Exclusions for further information.

The Warranty Period is 6 Years from the completion date of the work. Claims must be notified to us during this period if they are to be valid. Where a valid claim exists we will usually settle it by arranging for the defective aspects of the installation to be rectified at no further expense to you. The most we will pay to achieve this is the original contract value up to a maximum of £30,000.

The Part P Warranty Policy is governed by the Law of England and Wales.

How to Claim

To notify a claim please call 08450 343 250, fax 08450 343 270 or e-mail us at ecic.claims@eca.co.uk.

Alternatively you can write to us at ECIC (Part P Claims), ECA Court, 24 South Park, Sevenoaks, Kent, TN13 1DU

Your Right to Cancel

If you decide that you wish to cancel your Part P Warranty, return it within 14 days of receipt and, provided no claims have been made, we will refund the premium. These details and the return address are included on the Warranty documents you receive.

You may also cancel your Part P Warranty at any time after this period, however no refund of premium will be paid.

Customer Care

At ECIC we are committed to maintaining a high standard of professional conduct in all our dealings with customers.

However if you feel that your arrangements have not been handled in the manner in which you would expect and you wish to make a complaint, please contact the Manager of the department you have been dealing with. We will ensure that the matter receives immediate attention. You will be sent a copy of our Complaints Handling Procedure.

If you feel that the matter has not been settled to your satisfaction you may write to the Managing Director, ECIC, ECA Court, 24 South Park, Sevenoaks, Kent, TN13 1DU

If you are not satisfied with our investigation and conclusion of your complaint or eight weeks have passed since initially making your complaint and you are an individual consumer or a business with a group annual turnover of less than £1 million you may refer the matter to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.

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 your status, the type of business and the circumstances of the claim.

Effecting and carrying out contracts of insurance is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.