

Important information about our Insurance Services

- Whose products do we offer?**
We only offer products through a single insurer for deposit indemnity and guarantee 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 deposit indemnity and guarantee 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 deposit indemnity and guarantee insurance.
- Who regulates us?**
CPA Consumer Guard Limited, CPA House, 11 North Bridge St, Shefford, 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 register by visiting their website: www.fca.gov.uk/register or by contacting them on 0845 606 9966.
- 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.

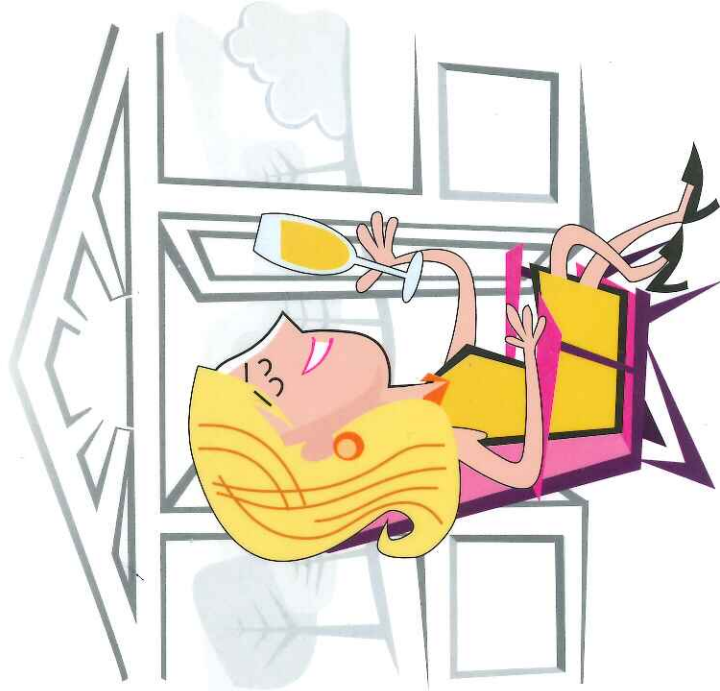
- What to do if you have a complaint**
If you wish to register a complaint, please contact us in writing at CPA Consumer Guard Ltd., CPA House, 11 North Bridge St, Shefford, Bedfordshire SG17 5DQ or by phone on 01462 850062. If you cannot settle your complaint with us then you may be entitled to refer 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.

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

Version 3

Guarantee your home improvements

Activate your **Deposit Indemnity Insurance** and **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...

Step 1

Deposit Guarantee registration

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

- 1** To register your Deposit 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:

1032

b Enter password:

1032agw344

On the **Deposit Registration** page you need to:

- Complete all the boxes on the form, remembering to enter your regular email address.
- Once successfully completed, you'll see a confirmation on-screen and be sent a confirmation email.

Please keep this email as it includes your details and a link for you to apply for your Insurance Backed Guarantee - once your home improvements have been finished - see Step 2.

**IMPORTANT:
YOU'RE NOT
INSURED UNLESS**

you register within
7 days of paying
and before any
work starts

Step 2

Activate your Insurance Backed Guarantee

On completion of your home improvements, go to the email confirming your deposit registration and click on the link **Activate my Guarantee** this will open up the Insurance Backed Guarantee page.

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.

**IMPORTANT:
YOU'RE NOT
INSURED UNLESS**
you activate your
Guarantee within
28 days of
completion

