

Business Insurance

Barclays important information

About Barclays Insurance Services

In this document, 'we/us/our' refers to Barclays Bank UK PLC and Barclays Insurance Services Company Limited.

Barclays Bank UK PLC arranges its business insurance offering through Barclays Insurance Services Company Limited, which is a wholly owned subsidiary company of Barclays Bank UK PLC. Both companies are insurance intermediaries.

The registered address of Barclays Bank UK PLC and Barclays Insurance Services Company Limited is 1 Churchill Place, London E14 5HP under registration numbers 9740322 and 973765.

The Financial Services Register

Barclays Bank UK PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Barclays Insurance Services Company Limited is authorised and regulated by the Financial Conduct Authority.

We are included on the Financial Services Register and you can check this by visiting <https://fca.org.uk/register> or by contacting the FCA on 0800 111 6768.

Our FCA registration numbers are 759676 and 312078.

Scope of services

We will introduce you to Xbridge Limited, trading as Simply Business, (referred to in this document as "Simply Business"), who can provide quotes for business insurance from a range of different insurers.

We will not advise on or make a personal recommendation about the suitability of any insurance arranged by Simply Business.

Simply Business will carry out an assessment of your demands and needs in the course of selling a business insurance policy to you.

Remuneration

Simply Business pays us a percentage of the premium as commission when a policy is sold. You are entitled to receive this information upon request.

Complaints

We hope that you are happy with the service we provide. However, if you are unhappy with it, we would like to hear from you. You can contact us, by writing to Freepost Barclays Customer Relations or telephone us 0800 282 390. You don't need to include a postcode or add a stamp for your letter to reach us, but please remember to take the postal service into account for our response time. If we cannot resolve your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS). Further information about the FOS can be obtained from their website financial-ombudsman.org.uk or write to The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Following the complaints procedure does not affect your right to take legal action.

Sending you information

We must give you some information by law or to allow our relationship to work properly. This includes information [about changes in the way your policy works], or about other changes to our products and services that may affect you. We may also need to ask you to do something or to give us some information. We will contact you using the details you give us. Where we send information to you, we will send it to the most recent address or mobile number we have for you. If you don't tell us promptly about a change in your details, you may not receive information that could be important – or it could fall into the wrong hands. Where we can, we will let you choose how you want us to contact you, for example by email or online or by post. Where we communicate with you electronically we will send important messages on matters that relate to your account using texts, email and other digital methods. Where we hold your mobile number or email we will send you a text, email or other electronic message reminding you to view the message, when that is legally required or we reasonably think it is appropriate. Once we've sent a message to you, we will assume you have received it, which is why it's important to look out for things like emails or texts from us. We are always working to make our services more convenient and flexible so we may launch new ways of communicating with you in the future.

How we use the information we hold about you

Barclays is committed to protecting your personal data. We will use your information for a number of different purposes, for example, to manage your account(s), to provide our products and services to you and others and to meet our legal and regulatory obligations. We may also share your information with our trusted 3rd parties for these purposes. For more detailed information on how and why we use your information, including the rights in relation to your personal data, and our legal grounds for using it, please go to www.barclays.co.uk/important-information/control-your-data or you can request a copy from us.