

# Mobile Phone and Gadget Insurance

## Insurance Product Information Document

Company: American International Group UK Limited Product: Tech Pack Lite insurance

Underwritten by: American International Group UK Limited. Registered in the United Kingdom (company number 10737370). Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN 781109).

This document provides a summary of key information relating to Tech Pack Lite Insurance. Complete pre-contractual and contractual information is provided in your policy documents and can also be found at [techpackinsurance.co.uk](http://techpackinsurance.co.uk). It is important you read all your policy documents carefully.

### What is this type of insurance?

This policy is designed for you and your family members who want to protect mobile phones and/or gadgets that are otherwise not covered by an insurance policy from damage and breakdown (including faults) and the costs associated with repairing or replacing a registered mobile phone and/or gadget.



#### What is insured?

- ✓ Your device is insured for the value that you purchased it, subject to a maximum amount of £1,500 (including VAT) per device.
- ✓ Damage and breakdown for up to 2 devices (which can be a combination of mobile phones and/or gadgets) that are owned by you or your family members.
- ✓ Up to 4 approved damage and breakdown claims in any 12-month period, where your device is either repaired or replaced.
- ✓ A 24-month warranty is provided on all repairs and replacements.



#### What is not insured?

- ✗ Any incident where you knowingly or intentionally caused the damage or breakdown, or where you put your mobile phone and/or gadget at risk or did not take reasonable care of it.
- ✗ Any loss or theft of your mobile phone and/or gadget under any circumstances.
- ✗ Mobile phone accessories and/or gadget accessories are not covered under this policy.
- ✗ Any loss related to the unauthorised use of your mobile phone and/or gadget, such as unauthorised calls or use of mobile applications.
- ✗ Breakdown cover is only available following the expiration of the manufacturer's warranty. During the manufacturer warranty period you are still covered under this policy for accidental damage.
- ✗ Cosmetic damage that does not impact the proper operation of your mobile phone and/or gadget

Please see the "What is NOT Covered" section of the policy document for full details.



#### Are there any restrictions on cover?

- ! Devices must be owned by you or a family member. Family members include you, your partner, and dependent children under 23 living at home with you permanently or outside of term time.
- ! You may only register a total of 2 mobile phones and/or gadgets at any time.
- ! You may only receive a total of 4 approved claims in a rolling 12-month period. When your fourth approved claim has been settled, your Tech Pack Lite Insurance will be automatically cancelled.
- ! Mobile phones must have a screen size of no greater than 7 inches (measured diagonally).
- ! Gadgets must be less than 5 years old at the time you make a claim.
- ! If your mobile phone and/or gadget is replaced, we will attempt to replace it with the same make, model, and colour, however there are no guarantees.



## Where am I covered?

- ✓ Worldwide coverage for mobile phones and gadgets.
- ✓ We will only deliver a replacement mobile phone and/or gadget to a UK address.
- ✓ Repairs will only be made in the UK.



## What are my obligations?

- Your mobile phone and/or gadget must be in full working order, with any SIM enabled devices network enabled.
- You must pay Likewise the required excess for every approved claim before your mobile phone and/or gadget is either repaired or replaced. The excess to pay is £29 for mobile phone screen repairs, £49 for mobile phone or gadget repairs and £99 for mobile phone or gadget replacement.
- You must provide all required documentation, including proof of ownership, to Likewise when requested.
- You must take reasonable care of your mobile phone and/or gadgets.



## When and how do I pay?

- A monthly fee of £9.00 will be taken in advance for the Tech Pack Lite Insurance from your Barclays account on the first working day of the following month.
- The initial fee is a pro-rata payment which covers the remainder of the month in which the Tech Pack Lite Insurance is opened. All amounts include insurance premium tax at the appropriate rate.



## When does the cover start and end?

- Your cover begins on the date you purchase your Tech Pack Lite Insurance.
- Unless you cancel within the first 14 days, the cover will remain in place for a minimum term of 6 months from the purchase date after which it renews every month until you cancel your Tech Pack Lite Insurance.
- Your Tech Pack Lite Insurance will be automatically cancelled once you have received your fourth approved claim within a 12-month period.
- Cover will end on the day you either close your Barclays account, you fail to pay the monthly Tech Pack Lite fee or your permanent residential address is no longer in the UK.



## How do I cancel the insurance?

- If you cancel within the first 14 days and have paid your first monthly Tech Pack Lite fee, the fee will be fully refunded. This 14-day period begins on the date the Tech Pack Lite is opened or the date you receive the policy document, whichever is later.
- After the initial 6-month term, if you tell us you wish to close your Tech Pack Lite, you'll receive a part refund of one month's fee as this is payable in advance.
- To cancel, you can remove Tech Pack Lite within your available digital channel, call Barclays on 03457 345 345, visit a branch, or write to Barclays, Leicester LE87 2BB.