

Mobile phone and connected device insurance



Who regulates us?

We are authorised and regulated as an insurance intermediary by the Financial Conduct Authority (FCA) reference number 718822. We sell mobile phone and connected device insurance products acting on behalf of the insurer. We are registered with the FCA as Telefonica UK Limited, 500 Brook Drive, Reading, United Kingdom RG2 6UU. Reference number 718822

You can find further details at **Telefonica UK Limited** (fca.org.uk) or by calling **0800 111 6768**

What products do we offer?

We offer mobile phone and connected device insurance products from Telefonica Insurance UK branch

Our Services

We don't provide advice about mobile phone insurance and connected device insurance products but we will give you sufficient information relevant to your demands and needs so you can make an informed decision about buying it

What you pay for our services

We have an agreement with Telefonica Insurance UK branch to share in any profit from underwriting mobile phone and connected device insurance products

Ownership

Telefonica UK Limited is a wholly owned subsidiary of VMED O2 UK Limited, a company jointly owned by Liberty Global plc and Telefónica SA. Telefonica Insurance UK branch is a subsidiary of Telefónica S.A

What to do if you wish to complain?

We are dedicated to providing You with a high quality service, and want to maintain this at all times. If You feel that We have not offered You a first class service, call us on **+44 (0) 344 809 0202** free of charge from an O2 Phone or at UK national rate from a landline or email us at: **O2customer.supportuk@likewise.com** or write to us at: O2 Customer Relations Manager, Likewise, Unit 1, Crewe Logistics Park, Jack Mills Way, Shavington, Crewe, Cheshire CW2 5XF United Kingdom clearly stating Your name, address, phone number and policy number.

Telefonica UK Limited is covered by the Financial Ombudsman Scheme for complaints. If you have complained to us and remain dissatisfied with our response, you can approach the Financial Ombudsman Service for assistance

Referral to the Financial Ombudsman Service does not affect your right to take legal action. Full details of our complaints procedures can be found in your insurance policy documents