

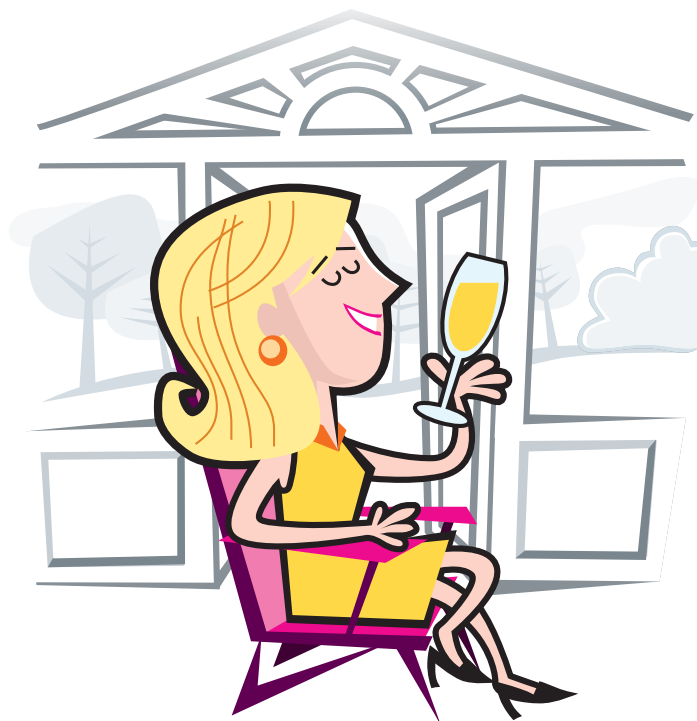
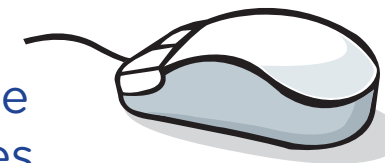
# About our insurance services when providing you with an Insurance Backed Guarantee

- **Who are we?**  
CPA Consumer Guard Ltd are an insurance intermediary who arranges contracts of insurance between insurers and policyholders. We may be contacted by writing to: CPA Consumer Guard Ltd, CPA House, 11 North Bridge Street, Sheffield, Beds, SG17 5DQ; or via e-mail to info@the CPA.co.uk; or by telephoning 01462 850062 during office hours.
- **How are we regulated?**  
We are regulated by the Financial Conduct Authority ("FCA"). The FCA is the independent watchdog who regulates the conduct of financial services firms in the UK. Our firm reference number is 306009. You can check this by visiting the Financial Services Register at <https://register.fca.org.uk> or by contacting the FCA by telephoning 0800 111 6768.
- **Which service will we provide you with?**  
We provide insurance products on a "non-advised" basis. This means that you will not receive advice or a recommendation from us as to whether or not a product is suitable for your circumstances. We do collect information in order to help ensure that the product you are provided with meets your apparent demands and needs.
- **Do we charge a fee for this service?**  
We do not charge you a fee for this service.
- **Which insurance products do we provide?**  
We provide Insurance Backed Guarantees, which are underwritten by a select number of specialist insurers. An Insurance Backed Guarantee is an insurance product which is designed to meet the demands and needs of those who have had improvement work completed on their property by a contractor and require insurance protection in the event that the contractor has ceased trading and is unable to honour the terms of their own written guarantee as a consequence. Additionally, an Insurance Backed Guarantee also meets the demands and needs of those who have had improvement work completed by a contractor, who is a competent person, and require insurance protection in the event that the contractor has ceased trading and is unable to rectify a breach of the building regulations as a consequence.
- **How do we help ensure that an Insurance Backed Guarantee meets your needs?**  
We will be provided with information about the installation which includes the type of work undertaken, the contract value of the installation and the completion date of the installation. This information is used to generate a Policy of Insurance which is suitable for meeting the needs of a person who has had such an installation carried out.
- **On whose behalf do we act?**  
CPA Consumer Guard Ltd acts on behalf of select number of specialist insurers to arrange and administer Insurance Backed Guarantees.
- **How are we remunerated?**  
In respect of Insurance Backed Guarantees; CPA Consumer Guard Ltd receives a payment from the contractor who has agreed to carry out work at your property. CPA Consumer Guard Ltd pays a premium to the specialist insurer. CPA Consumer Guard Ltd staff are remunerated on a salary only basis or a salary and bonus basis in respect of the sales of Deposit Protection Insurance and Insurance Backed Guarantees.
- **What to do if you have a complaint?**  
If you wish to register a complaint about our services, please contact us. We may be contacted by writing to CPA Consumer Guard Ltd, CPA House, 11 North Bridge Street, Sheffield, Beds, SG17 5DQ; or via e-mail to info@the CPA.co.uk; or by telephoning 01462 850062 during office hours. Complaints about the performance of an insurance product (e.g. the outcome of a claim) should be made in accordance with the complaints procedures detailed within the Policy of Insurance document.
- **How do we protect your data?**  
CPA Consumer Guard Ltd respects your privacy rights and your rights as a data subject. We will manage and protect your data accordingly whilst it is in our hands, in accordance with all applicable data protection legislation. Please type the following URL into your internet browser, in order to view our privacy notice  
[www.the CPA.co.uk/wp-content/uploads/2018/06/CPA-PrivacyGDPR0418v1.1.pdf](http://www.the CPA.co.uk/wp-content/uploads/2018/06/CPA-PrivacyGDPR0418v1.1.pdf)



## Guarantee your home improvements

Activate your **Insurance Backed Guarantee** online – it's **FREE** and only takes a few minutes!



The Consumer Protection Association guarantees complete peace of mind

[www.the CPA.co.uk](http://www.the CPA.co.uk)

For more information  
call 01462 850062 or visit [www.the CPA.co.uk](http://www.the CPA.co.uk)

# Register on-line today - it's quick and easy...

## Activate your Insurance Backed Guarantee

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

- 1** To activate your Insurance Backed Guarantee go to [www.insure.thecpa.co.uk](http://www.insure.thecpa.co.uk)
- 2** You'll need to enter your installer's details: they will supply you with a **membership number**.

**a** Enter membership number:

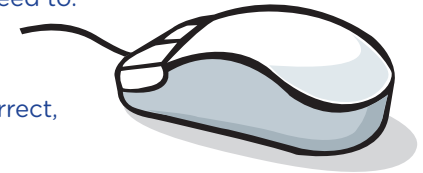
**b** Enter your email address:

**IMPORTANT:  
YOU ARE NOT  
INSURED UNTIL YOU  
HAVE REGISTERED  
YOUR DETAILS ONLINE**  
You must register your Insurance Backed Guarantee within 28 days of completion

You will receive a validation email and can now complete your Insurance Backed Guarantee application by clicking the **continue your application** link.

On the Insurance Backed Guarantee page you need to: Complete all boxes on the form.

- Once you are sure that the information is correct, click **Finalise Application**.
- A copy of your policy in pdf. format, along with any relevant terms, will be emailed to you shortly.



**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](http://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.**

