

Welcome to our Customer Panel

The Provident Voices Customer Panel is a group of customers who have agreed on a voluntary basis to provide feedback about Provident Insurance products and services. The aim of the Customer Panel is to gather feedback to continually improve the way we work and the customer experience.

Membership of the Customer Panel

Customers will be invited to join the panel following the purchase of a Provident Insurance policy and must be current Provident Insurance policyholders aged 18 or over. Existing policyholders can join our Customer Panel at any time by sending an email to customerpanel@providentinsurance.co.uk.

If you cancel or do not renew your Provident Insurance policy then you will be removed from the panel. Otherwise, membership of the panel will continue unless at any time you advise us that you wish to leave or opt out by emailing customerpanel@providentinsurance.co.uk, or by unsubscribing from the survey.

By agreeing to join the Customer Panel you agree that Provident Insurance can use the results of research exercises, including your suggestions, to support the development and improvement of Provident Insurance's products, services and communications. Any feedback you provide will be used for research purposes only, and not for sales or marketing purposes. All responses to research will be treated as confidential, and no individual responses will be published in any of our external communications without obtaining your consent first. The panel will be operated in accordance with the Market Research Society Code of Conduct.

How the Customer Panel works

You will be invited to take part in a number of research projects throughout the year, depending on the type of research that is taking place. You may not be invited to take part in every piece of research which is carried out. Participation is entirely voluntary and members can choose not to participate in any research project that they are invited to take part in.

Panel members will usually be contacted by email to invite them to participate in research, and occasionally you may also be contacted by post, telephone or SMS.

Your personal data

Your personal data and any information you provide during research will be processed in accordance with the current data protection laws. We may pass your details onto selected third parties who have been commissioned to carry out research on our behalf. These include:

- SmartSurvey – an online survey platform. More information about SmartSurvey is available at www.smartsurvey.co.uk
- The Leadership Factor (TLF) – a UK-based customer research agency. More information about TLF is available at www.tlfresearch.co.uk

Personal data will be treated securely and in confidence at all times and will be used for research purposes only and will not be transferred outside the EEA.

Incentives

Panel surveys should take no more than 10 minutes to complete. As a thank you for taking the time to share your views with us you will be entered into a prize draw for a chance to win Amazon vouchers worth between £20 and £250. This will be clearly communicated at the start of the research. Terms and conditions for this incentive can be found on the 2nd page of this document or at any other time at www.providentinsurance.co.uk/who-we-are/customer-panel.

Prize Draw – Terms and Conditions

Provident Voices Customer Panel - Prize draw terms and conditions

1. By entering into the Provident Voices Customer Panel prize draw, each entrant (“you” or “your”) is deemed to have read these terms and conditions and to have agreed to be bound by them. Provident Insurance reserves the right to refuse entry, or refuse to award the prize to anyone in breach of these terms and conditions. Provident Insurance reserves the right to hold void, cancel, suspend, or amend the promotion where it becomes necessary to do so.
2. If you choose to sign up as a Provident Voices Customer Panel member and complete the surveys you will be automatically entered into the prize draw. The winner will be randomly selected from the Customer Panel following the closure of each survey.
3. Entrants must be a current customer of Provident Insurance and aged 18 or over at the start date of each survey.
4. There will be one winner chosen from the Customer Panel by random draw following the closure of each survey.
5. The winner will receive an Amazon voucher worth between £20 and £250. This will be clearly communicated at the start of the research. The prize for the winner is non-exchangeable, non-transferable and no cash alternative is offered.
6. The winner will be notified by telephone and/or email within 7 days of their being selected as the winner of the draw.
7. If a winner does not respond to Provident Insurance within 7 days of being notified by Provident Insurance, or any prize cannot be taken up or is declined or returned undelivered, then the winner’s prize will be forfeited and Provident Insurance will be entitled to select another winner in accordance with the process described above.
8. The name of the winners can be obtained from the promoter, Provident Insurance, by writing to:
PO Box 847, Dean Clough, Halifax, HX1 9RE.
9. Provident Insurance may publish or broadcast the winner’s first name and either their town, city or county of residence for promotional purposes in any medium. This information will not be published or broadcast in any medium without obtaining the winner’s prior consent.
10. The prize draw will be governed by English law and entrants to the prize draw submit to the jurisdiction of the English courts.
11. Provident Insurance is a trading name of Covea Insurance plc which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 202277. Covea Insurance plc is registered in England and Wales, Company Registration Number 613259.