

# About Our Insurance Services

## Who we are and what we do

Provident Insurance (a trading name of Covea Insurance plc) is an insurance undertaking (meaning that we provide our own **Car, Replacement Car** and **Motor Legal Protection** insurance policies).

If you take out a credit agreement with us to finance your insurance premium(s) Provident Insurance act as lender.

In respect of **Breakdown Cover**, Provident Insurance act as intermediary (meaning that we arrange and administer policies on behalf of RAC Motoring Services and/or RAC Insurance Ltd and act as their agent in terms of accepting the risk, collecting premium, administering policies and issuing documentation).

Provident Insurance is under a contractual obligation to conduct insurance distribution business exclusively with RAC Motoring Services and/or RAC Insurance Ltd.

Provident Insurance earns a fee in respect of each **Breakdown Cover** policy arranged.

You can view the full details of your car insurance policy or any additional products at [www.providentinsurance.co.uk/car-insurance/](http://www.providentinsurance.co.uk/car-insurance/)

## Our service

We do not offer any advice or make personal recommendations with regards to the sale or suitability of any of the products we provide or arrange. We provide customers with the information required in order for them to make their own informed choice on whether the product(s) available suit their needs.

## Conflicts of Interest

Circumstances may arise where we have a conflict of interest between us (including our managers, employees or agents) or another of our group companies and you, or between you and another of our clients. We always aim to treat you fairly and avoid conflicts of interest. We never deliberately put ourselves in a position where our interests, or our duty to another party, prevent us from discharging our duty to you.

## Our employees

Employees of Provident Insurance are remunerated by basic salary and do not receive any kind of commission or fee or any other form of sales-based incentive.

## When you take out a new policy with us

The premium that you pay when you take out a new policy with us is calculated based on current rates. Your premium may increase at renewal next year and subsequently thereafter.

## Our administration charges

We will apply administration charges in the following cases:

Your car insurance policy is cancelled inside the 14 day cooling off period, or at any time following renewal	£25
Your car insurance policy is cancelled outside of the 14 day cooling off period in your first year of insurance with us	£55
You make any changes to your car insurance policy over the phone	£25
You make any changes to your car insurance policy online	£10

## Cancellation

If you want to cancel your car insurance policy within 14 days we will refund you for the exact number of days left on the policy, less an administration charge of £25. We will also do this if you want to cancel the policy within 14 days after the renewal date.

If you cancel the policy at any other time we will refund you for the exact number of days left on your policy less an administration charge of £55 if this is the first year of insurance with us, or £25 if your policy is cancelled at any time after renewal.

If you have chosen to pay for your insurance policy by instalments you must continue to pay your monthly direct debit. We will refund any overpayment less an administration charge of £55 if this is the first year of insurance with us, or £25 if your policy is cancelled at any time after renewal.

If a claim has been made by you or against you, we will not refund any amount you have paid.

You may cancel the policy by calling us on **03300 240 123**, emailing us at [help@providentinsurance.co.uk](mailto:help@providentinsurance.co.uk) or writing to us at Provident Insurance, PO Box 847, Dean Clough, Halifax, HX1 9RE.

If you want to cancel your **Replacement Car Cover** and/or **Motor Legal Protection Cover** within the first 14 days, a full refund will be given. After 14 days, no refund will be due. We will also do this if you want to cancel within 14 days after the renewal date.

If you want to cancel your **Breakdown Cover** within the first 14 days, a full refund will be given. After 14 days, a pro-rata refund of premium will be due if no claims have been made. If any claims have been made then no refund will be given.

## Providing your documents

You may be asked to send us proof of your no claims bonus (if you have one) within 28 days of your policy start date. You can provide this to us by:

- logging in to the My Account area of our website and selecting 'Upload Documents'; or
- emailing a copy to [proof@providentinsurance.co.uk](mailto:proof@providentinsurance.co.uk); or
- posting it to us at Provident Insurance, PO Box 847, Dean Clough, Halifax, HX1 9RE.

You may also be asked to confirm some information after you've taken out your policy. We will be in touch with you if we need to get more details to validate your insurance policy.

Consequences of failing to provide proof of your no claims bonus or of other information for validation upon request, or providing proof that is different to the information that you provided when applying for a quote, include:

- the price of your policy changing; or
- your policy being cancelled; or
- your policy being treated as if it never existed, meaning that any claims wouldn't be paid.

## How we use your information

Please see our [Privacy Policy](http://www.providentinsurance.co.uk/privacy-policy/) for further information about how and when we process your personal information. It is available at [www.providentinsurance.co.uk/privacy-policy/](http://www.providentinsurance.co.uk/privacy-policy/).

## Cookies

Cookies are commonly used on the internet and do not harm your computer in any way. For more information please see our [Cookie Policy](http://www.providentinsurance.co.uk/cookie-policy/) which is available at [www.providentinsurance.co.uk/cookie-policy/](http://www.providentinsurance.co.uk/cookie-policy/).

## Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be able to get compensation from the FSCS if we cannot meet our obligations. Motor Insurance is covered for 100% of the claim without any upper limit. Replacement Car Insurance and Motor Legal Protection Insurance is covered for 90% of the claim without any upper limit. In our capacity as an intermediary, Breakdown Insurance is covered for 90% of the claim without any upper limit. Consumer Credit is not included in the Financial Services Compensation Scheme. You can get more information about this at [www.fscs.org.uk](http://www.fscs.org.uk) or you can phone the FSCS on 0800 678 1100 or 0207 741 4100.

## Registration and regulatory information

Provident Insurance is a trading name of Covea Insurance plc. Registered Office: Norman Place, Reading, RG1 8DA. Registered in England and Wales number: 613259. Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number: 202277. You can check this on the Financial Services Register by visiting the FCA's website at [www.fca.org.uk/register](http://www.fca.org.uk/register).

Breakdown cover is provided by RAC Motoring Services Registered No. 01424399 and/or RAC Insurance Ltd Registered No. 2355834. Registered in England; Registered Offices: RAC House, Brockhurst Crescent, Walsall WS5 4AW. RAC Motoring Services is authorised and regulated by the Financial Conduct Authority. RAC Insurance Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.