



Important information about your insurance policy

We are required to provide you with certain key information prior to the purchase of your TyreCity TyreCare policy and it is important that you take time to read this. Please also refer to your policy terms and conditions for further details.

English law applies to this policy and is subject to the non-exclusive jurisdiction of the courts of England and Wales. Both paper and electronic versions of your policy documents are freely available.

How does this policy meet your demands and needs?

This insurance meets your demands and needs if you wish to protect the tyres on your eligible vehicle against accidental and malicious damage.

London General Insurance Company Limited and TPAS (UK) Ltd are only providing information and not a personal recommendation or advice regarding this insurance. This policy is provided according to your stated needs and requirements based on the selection you have made.

Who provides TyreCity TyreCare Insurance?

The insurance is underwritten by London General Insurance Company Limited, (company number 1865673) whose registered head office is at TWENTY Kingston Road, Staines-upon-Thames, Surrey, TW18 4LG, United Kingdom. London General Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Further details can be found on the Financial Services Register at www.fca.org.uk under firm reference number 202689.

Your TyreCare Insurance Policy has been arranged by TPAS (UK) Ltd, ETEL House, Avenue One, Letchworth Garden City, Herts, SG6 2HU.

What is the complaints process?

Your complaint will be handled in accordance with our complaints handling procedure, which is available upon request. We aim to provide a first class service but if you feel you have questions or concerns about this insurance or the handling of a claim please contact: Customer Services, TyreCity, ETEL House, Avenue One, Letchworth Garden City, Herts SG6 2HU. 0800 9 888 814 (8.30am – 6pm weekdays, excluding public holidays, calls are recorded for training, monitoring and quality purposes) customer.service@kwik-fit.com

If you remain dissatisfied, you may complain to: Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR. 0800 023 4567/0300 123 9123.

What happens in the unlikely event that the insurer is not able to meet its obligations?

London General Insurance Company Limited are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our liabilities. You can get more information about the compensation scheme arrangements by contacting the FSCS by telephone on 0800 678 1100 or by post at Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU or telephone 0800 678 1100 or 0207 741 4100. Website www.fscs.org.uk

How your personal information is used.

Your personal details will be used by TPAS (UK) Ltd and London General Insurance Company Limited (the Insurer) and their administrators, repairers and service providers for policy and claims administration and for fraud prevention. We may also provide by post or email, text or telephone, administrative information including expiry/renewal details. For these purposes, your data may be confidentially and securely transferred outside the EEA. Please see the full terms and conditions for more information about how we use your personal details.