



PRE CONTRACTUAL INFORMATION

GENERAL INFORMATION

Company

simpleurance

The Carriage House, Mill Street, Maidstone, ME15 6YE, England

Tel.: 0800 / 3581 084

Email: support@simpleurance.co.uk

Internet: <https://www.simpleurance.co.uk>

Joachim von Bonin is the Branch Manager of simpleurance

Companies House

simpleurance is registered in the Companies House under the Branch Number BR023279, with its registered office in the UK.

License and registration

simpleurance is an Appointed Representative of Richdale Brokers and Financial Services Ltd who are authorised and regulated by the Financial Conduct Authority (FCA) under FRN 983167.

simpleurance is a Branch of simpleurance GmbH and acts as an agent of underwriters for receiving money from customers, settling claims, and handling premium refunds.

simpleurance GmbH is a company registered in Germany with the Chamber of Commerce and Industry (CCI) of Berlin as an insurance agent with a license in accordance with Section 34d para. 1 of the Trade Commerce and Industry Regulation Act (GewO) with its trading address at Am Karlsbad 16, D-10785 Berlin.

Complaints regarding the mediation services

The client has the right, without prejudice to the possibility of contacting the Judicial Authority, to submit a written complaint to the insurer in relation to the mediation services provided by its insurance agents. Such complaint shall be sent to the following addresses:

- post: simpleurance, Customer Care Team, The Carriage House, Mill Street, Maidstone, ME15 6YE, England
- e-mail: support@simpleurance.co.uk



Please ensure that your policy number is included in all correspondence in order to facilitate a quick and efficient response.

If you are in any way dissatisfied with the resolution then you can contact the Financial Ombudsman Service by post, telephone or email at: the Financial Ombudsman Service Exchange Tower London E14 9SR, Tel: 0300 123 9 123.

Email: complaint.info@financialombudsman.org.uk

For further information about your statutory rights contact your local authority Trading Standards Service or Citizens bureau. Following this complaint procedure does not affect your right to take legal action.

Information about intermediary's activities

Please note that when performing its insurance mediation activities, simpleurance acts on behalf of the insurer and not on behalf of the client.

simpleurance mediates insurance coverage to its customers but does not offer advice services for insurance contracts.

CONFLICTS OF INTERESTS AND TRANSPARENCY

Participation

simpleurance does not hold a direct or indirect share of more than 10% of the voting rights or capital of an insurance company or of the mother company of an insurer. Allianz Partners SAS (7 Rue Dora Maar, Saint-Ouen) holds a share of 100% of the voting rights or the capital of simpleurance GmbH, mother company of simpleurance. Allianz Partners SAS is the holding company of the insurer AWP P&C S.A. and is ultimately owned by Allianz SE (Königinstraße 28, München).

simpleurance does not conduct insurance distribution business exclusively with one insurance undertaking and does not give advice on the basis of a fair and personal analysis.

Commission

simpleurance receives a commission from the respective insurer for a successful mediation of an insurance contract. This commission is already included in the insurance premium to be paid by the customer and therefore does not have to be paid separately from the customer. simpleurance does not receive another contribution as compensation for the intermediary services. Therefore, the compensation does not consist of a connection of commission and another contribution.



Pricing and premium

The insurance contract is subject to the payment of a premium, the amount of which as well as the various payment options available are displayed before the conclusion of the insurance contract.