



**Sentinel[®]
Gold**

What to do if you need to make a claim

1. Report any incident likely to give rise to a claim to **Sentinel[®] Gold** within 24 hours of discovery

From the United Kingdom call: 0800 023 4255

From outside the United Kingdom call: +44 23 9265 2222

Please have your membership number to hand to make the claims process easier.

2. If a **mobile phone** has been lost or stolen, **Sentinel[®] Gold** will attempt to transfer **you** directly to **your** network provider to report any loss or theft and block **your** airtime account.

3. Report the theft or loss of a **mobile phone** to the network provider within 24 hours of discovery.

4. Report the theft of **your card, personal money, identity documents** or **personal belongings** to the police and obtain a crime reference number or the details of the police station.

5. **Sentinel[®] Gold** may ask **you** to complete a claim form and at **your** own expense, provide:

- The monthly statement or account from the airtime provider covering the period of **unauthorised use** or proof of unused airtime credits at the time of theft or loss;
- information to prove a claim for **personal money**, such as bank/building society statements to show withdrawal of the money from the account;
- a description of the **personal belongings** lost or stolen;
- receipt(s) for the replacement item(s);

Copies of this document are available in Braille, large print or audio on request.

Sentinel[®] Gold is a trading name and registered trademark of Affinion International Limited. Registered in England No.1008797. Registered address: Charter Court, 50 Windsor Road, Slough, Berkshire, SL1 2EJ. Affinion International Limited is authorised and regulated by the Financial Conduct Authority (FCA) in respect of insurance mediation activities only.

Our Financial Services Register number is 311584. You can check this on the Financial Services Register by visiting the FCA's website <http://www.fsa.gov.uk/register/home.do> or by contacting the FCA on 0800 111 6768. Affinion International Limited acts as an intermediary for arranging the insurance and provides the administration of the associated services.

You may be entitled to compensation from the Financial Services Compensation Scheme if Affinion are unable to meet their obligations. This insurance is underwritten by Allianz Insurance plc. Registered in England number 84638. Registered Office: 57 Ladymead, Guildford, Surrey GU1 1DB, United Kingdom. Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register No. 121849.

Important Policy Information and Terms and Conditions

Important Policy Information

All services of this kind have a series of terms and conditions that explain to you your rights and what is included and excluded for all the features and benefits. Please refer to Part 4 - Terms and Conditions for full details.

With Sentinel® Gold you and any registered member can make a total of 3 claims per year for each of the insurance covers detailed in the terms and conditions.

Please take time to read through Parts 1 to 4 carefully to ensure you fully understand the content and keep in a safe place for your easy reference.

Part 1 - Initial Disclosure Document

Part 2 – Demands & Needs Statement

Part 3 - Policy Summary

Part 4 - Terms & Conditions

Section 1 - General Conditions applying to the whole agreement

Section 2 – Insurance Covers and Associated Services

- A. Registration and Assistance Services
- B. Assistance services following loss or theft of cards
- C. Insurance covers

Communication costs, personal money, identity documents and personal belongings

Lock and Key Protection

Unauthorised use of a mobile phone

Part 1 - Initial Disclosure Document

About our insurance services

Affinion International Limited
Charter Court
50 Windsor Road
Slough
Berkshire
SL1 2EJ

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

2. Whose products do we offer?

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers.
- We only offer a product from Allianz Insurance plc for accidental loss or theft of keys, handbag, wallet, purse and/or briefcase; replacing personal money that has been lost or stolen at the same time as cards; the costs of replacing lost or stolen identity documents; and the cost of unauthorised use of a mobile phone following its loss or theft.

3. What will you have to pay us for our services?

- A fee. Our fees for arranging insurance covers and providing associated services are included in the overall fee of £39.95 for an annual agreement and £89.95 for a 3 year agreement (inclusive of insurance premium tax). All fees are payable in advance. Of these fees we pay Allianz Insurance plc £2.54 for an annual agreement and £5.70 for a 3 year agreement.

It is not possible to provide a specific breakdown of the fees we retain which are attributable to our arranging services since the fee you pay is paid on a fixed price model which does not vary depending on how many or what services you decide to take up from Sentinel® Gold during the period of the agreement.

No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance agreement.

4. Who regulates us?

Affinion International Limited (trading as Sentinel® Gold) is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 311584. Our permitted business is advising on and arranging general insurance contracts. You can check this on the Financial Services Register by visiting the FCA's website <http://www.fsa.gov.uk/register/home.do> or by contacting the FCA on 0800 111 6768.

5. What do you do if you have a complaint?

If you wish to register a complaint, please contact us:

- ... in writing** Write to The Customer Services Manager, Sentinel® Gold, Sentinel House, Airspeed Road, Portsmouth, Hampshire, PO3 5RF.
- ... by phone** Telephone 0800 023 4318

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

6. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Further information about the compensation scheme arrangements is available from the FSCS.

Part 2 - Demands & Needs

Sentinel® Gold meets the demands and needs of residents of the United Kingdom, Channel Islands and Isle of Man who are over 18 years of age and wish to ensure they:

- are covered against the accidental loss or theft of their personal belongings (handbag, wallet, purse or briefcase), personal money, and keys;
- are covered for the costs of replacing lost or stolen identity documents;
- are covered for communication costs incurred in dealing with an incident - notifying Sentinel® Gold, the police or another insurer of the loss or theft of cards, personal belongings, personal money, keys and identity documents;
- are covered against the costs of unauthorised use of their mobile phone following its loss or theft.

Please note however the insurance covers included in this agreement have not been provided to you based on a personal recommendation.

Part 3 - Policy Summary

This is a policy summary only and does not detail the full terms and conditions of the insurance cover. For full details, please refer to the terms and conditions. The policy summary only provides details of the parts of Sentinel® Gold which are insured. The insurance covers included in Sentinel® Gold are underwritten by Allianz Insurance plc.

Who is covered by Sentinel® Gold?

Sentinel® Gold is available to residents of the United Kingdom, the Channel Islands and the Isle of Man who are over 18 years of age. In addition, Sentinel® Gold can be extended to members of your household who live with you permanently at your home address. You must contact Sentinel® Gold to register additional members of your household.

What is covered by Sentinel® Gold?

Sentinel® Gold provides cover against accidental loss or theft of your keys, personal belongings (handbag, wallet, purse and/or briefcase) and the costs of unauthorised use of your mobile phone if it is lost or stolen. Cover also includes personal money lost or stolen with cards, the costs of replacing lost or stolen identity documents; and communication costs – the costs incurred in notifying an incident to the police, Sentinel® Gold and other insurers, as well as the costs of making a claim with Sentinel® Gold.

How does Sentinel® Gold work?

Sentinel® Gold runs for the agreement period shown on your welcome letter. It will be automatically renewed at the end of the period unless you tell us otherwise. You may need to review this cover periodically to ensure it remains adequate to your needs.

Cancelling your agreement

Where a trial period is shown on your welcome letter

You may cancel your agreement at any time up until the end of the trial period. Please note, this may give you a longer cancellation period than currently required under English Law, which is 14 days from the latter of the start date of this agreement or receipt of your welcome letter and these terms and conditions.

On expiry of the trial period you can cancel your agreement but you will not be entitled to a refund of any fee paid.

Where you do not have a trial period

You may cancel your agreement at any time up until 14 days from the latter of the start date of this agreement or receipt of your welcome letter and these terms and conditions and receive a refund of any fees you have paid provided no claim has been made.

On expiry of the 14 day period you can cancel your agreement but you will not be entitled to a refund of any fee paid.

What are the features, benefits, significant exclusions and limitations of Sentinel® Gold?

Features and Benefits	Significant Exclusions or Limitations
<p>Policy Limits Each of the covers described below shows the limit for a single claim. If a claim involves more than one cover a single incident limit applies.</p>	<ul style="list-style-type: none"> the limit for a single incident involving communication costs, identity documents and personal belongings is £1400. a maximum of 3 claims are allowed per year. the limit for a single incident involving personal money is £300. a maximum of 1 claim for personal money is allowed per year.
<p>Communication costs Up to £800 to cover the costs of dealing with an incident - the loss or theft of your wallet, purse, handbag, briefcase, personal money or identity documents, including notifying Sentinel® Gold, the police or any other insurer.</p>	<ul style="list-style-type: none"> any costs that are not directly related to reporting the loss or theft of your handbag, wallet, purse, briefcase, personal money, keys, luggage or identity documents.
<p>Personal money Up to £300 to replace personal money lost or stolen at the same time as your credit/debit or pre-paid cards.</p>	<ul style="list-style-type: none"> claims for personal money not reported at the same time as reporting the loss or theft of cards. claims not supported by a bank or building society statement to evidence ownership of the money prior to it being lost or stolen.

Features and Benefits	Significant Exclusions or Limitations
Identity documents Up to £400 to replace Identity documents lost or stolen.	(See: Section 2, C - Insurance Covers, Communication costs personal money, identity documents and personal belongings – What is not covered)
Personal belongings Up to £200 to replace a lost or stolen handbag, wallet, purse or briefcase.	(See: Section 2, C - Insurance Covers – Communication costs personal money, identity documents and personal belongings – What is not covered)
Lock and Key Up to £800 to cover the costs of: <ul style="list-style-type: none"> • a locksmith or motor assistance service to gain access to your home, home office, car, motorbike, motorhome or caravan if keys are lost or stolen or the key breaks in the lock. • a locksmith or motor assistance service to gain access to your home, home office, car, motorbike, motorhome or caravan and replace locks and keys as appropriate if keys are lost or stolen. • the cost of a hire-car and other reasonable transportation charges for up to 3 days if the locksmith or motor assistance service cannot attend or gain access to your vehicle. • recovery of the vehicle and passengers to your home or a suitable garage (whichever is the nearest) if the locksmith or motor assistance service cannot attend or gain access to the vehicle. 	<ul style="list-style-type: none"> • the limit for a single claim is £800 • a maximum of 3 claims are allowed per year (See: Section 2, C - Insurance Covers – Lock and Key Protection – The Limits) Sentinel® Gold does not pay for: <ul style="list-style-type: none"> • any non-domestic locks or keys, other than for your home office; • any claims where the keys have been lost or stolen and have a fob with the vehicle registration number or the address of your home or home office attached to them; • claims for the loss or theft of vehicle keys which do not belong to vehicles owned and being used by you or a registered member; • any costs for gaining entry to your home, home office or vehicle other than locksmith or motor assistance charges; • locks damaged prior to the keys being lost or stolen; • any costs other than the repair, replacement or fitting cost of the key(s) and lock(s), agreed hire-car and/or other transportation charges. • costs for a hire-car or transportation charges not agreed in advance by Sentinel® Gold; • alternative transportation or hire-car costs after 3 days; • any costs or liabilities relating to the hire-car other than the rental fee, excluding, but not limited to, fuel, excesses, damages, or top-up rental fees. The provision of a hire-car is subject to availability and the terms and conditions of the hire-car company. (See: Section 2, C - Insurance Covers – Lock and Key Protection – The Limits)

Features and Benefits	Significant Exclusions or Limitations
Unauthorised use of a mobile phone Up to £1000 to cover the cost of calls or text messages from a mobile phone after it has been lost or stolen and whilst not barred by the airtime provider.	<ul style="list-style-type: none"> • a maximum of 3 claims are allowed per year Sentinel® Gold will not pay claim where the mobile phone: <ul style="list-style-type: none"> • is left unattended away from your home; • is left in an unattended vehicle (unless locked out of sight); • is being used by someone else without your permission. Sentinel® Gold will not pay any claim where: <ul style="list-style-type: none"> • evidence of the unauthorised use cannot be provided; • your SIM card was not in the phone at the time of the loss or theft. (See: Section 2, C - Insurance covers - Unauthorised Use of a Mobile Phone – What is not covered)

How do I make a claim under Sentinel® Gold?

You can notify a claim by calling 0800 023 4255 (lines are open 24 hours a day, 7 days a week) and providing your name, address or membership number. From outside the United Kingdom call: +44 2392 652222

Would I receive compensation if Allianz was unable to meet its liabilities?

You may be entitled to compensation from the Financial Services Compensation Scheme if the insurers are unable to meet their liabilities under this insurance.

How do I make a complaint?

If you have a complaint about Sentinel® Gold, write to the Customer Relations Manager at: Sentinel® Gold, Sentinel House, Airspeed Road, Portsmouth, Hampshire, PO3 5RF, United Kingdom quoting your agreement number.

If you have a complaint about the details of the policy, its administration or a claim, contact the Customer Satisfaction Manager at: Allianz Insurance plc, PO Box 589, Great West House (GW2), Great West Road, Brentford, TW8 1AH, United Kingdom. Telephone 01483 260758 or email schemesasm@allianz.co.uk.

If Sentinel® Gold or Allianz Insurance plc are unable to resolve the problem they will provide you with information about the Financial Ombudsman Service. Using the Sentinel® Gold or Allianz Insurance plc complaints procedure referral to the Financial Ombudsman Service does not affect your legal rights. Full details of the Sentinel® Gold and Allianz Insurance plc complaints procedure may be found in section 1 point 11 of the Terms and Conditions.

Part 4 - Sentinel® Gold Terms & Conditions

This is your **Sentinel® Gold** terms and conditions and together with the **welcome letter**, any subsequent **renewal letter** and a **Schedule of Registered Items** forms **your agreement** with **Sentinel® Gold** and the **Insurer**. Please keep all of these documents together and in a safe place for future reference. The basis of **your agreement** is the information **you** supply either by telephone or in writing.

You are entering into two contracts:

- a) The first is with Allianz Insurance plc, who underwrite the insured elements of your policy.
- b) The second is with **Sentinel® Gold** who arrange the insurance covers and administer the associated services.

In return for the payment of **your fee**, **Sentinel® Gold** will provide the registration and assistance services set out in Parts A and B and arrange the insurance covers set out in Part C under the terms and conditions of this **agreement** for the duration of the **agreement period**.

Sentinel® Gold membership is only available while you live within the **territorial limits**.

Definitions – Applying to the whole agreement

Some of the words in this agreement have special meanings. These are explained below and have the same meaning wherever they appear in **bold** type.

agreement	These Sentinel® Gold terms and conditions between you , Sentinel® Gold and the Insurer .
agreement period	The period shown on your welcome letter or renewal letter .
card(s)	The credit and debit cards, including Post Office™ card accounts, charge cards, store cards and other similar payment cards (including prepaid cards but excluding fuel cards), which you or a registered member owns.
cash advance(s)	A payment in connection with an incident made by Sentinel® Gold to you or a registered member which must be repaid within 30 days of receipt.

communication costs	The fax, telephone, internet or letter costs you or a registered member have to pay when reporting an incident to Sentinel® Gold , the police and to any other insurer.
fee(s)	The amount payable for your Sentinel® Gold membership as set out in your welcome letter or renewal letter .
hire-car	A car hired by you or a registered member from a vehicle rental company. The hire-car must have an engine capacity of 1600 cc or less.
home	The registered address supplied by you as your permanent place of residence within the territorial limits .
home office	An area located within the boundaries of your home , specifically designated as the day to day place of work of you or a registered member .
identity document	Any document which may be used to confirm the identity of you or a registered member e.g. a driving licence or a passport.
incident	An event or series of connected events, which result in the loss or theft of cards; personal belongings; identity documents; keys; mobile phone and/or personal money belonging to you or a registered member . Personal money must be lost or stolen at the same time as card(s) belonging to you or a registered member .
Insurer	Allianz Insurance Plc
key(s)	A device manufactured to open a specific lock , including electronic immobilisers and alarms fitted to a vehicle .
lock(s)	Permanently fitted or built in, key-operated, security devices to external doors, garage doors and safes located within your home or home office , and locks fitted to a vehicle .
mobile phone	A mobile device owned and in use by you or a registered member at the time of an incident .
personal belongings	The handbag, briefcase, wallet, or purse owned and used by you or a registered member at the time of an incident .

personal money	Cash for the personal use of you or a registered member and withdrawn from an account in the name of you or a registered member . Personal money includes the value loaded to pre-paid cards.
registered member(s)	Any person, registered with Sentinel® Gold who lives at your home .
Schedule of Registered Items	A document sent to you detailing the card(s) and identity documents registered by you and a registered member under this agreement .
Sentinel® Gold	Sentinel® Gold is the trading name and registered trademark of Affinion International Limited.
SIM Card	Subscriber Identity Module card – A card which, in conjunction with the mobile phone , enables services to be charged to the airtime account of you or a registered member .
Start Date	The start date shown on your welcome letter .
tag(s)	A tag provided by Sentinel® Gold to attach to keys or luggage and displaying a unique identification number and telephone number for Sentinel® Gold .
territorial limits	The United Kingdom, Channel Islands and the Isle of Man.
trial period	The period of time shown on your welcome letter (if applicable).
unauthorized use	Any usage (i.e. calls, downloads, text message) of a mobile phone belonging to you or a registered member by another person without permission following its loss or theft.
vehicle(s)	A car, motorbike, motorhome and any towed caravan or trailer owned and in use by you or a registered member at the time and date of the incident .
Welcome letter, renewal letter	A letter headed Welcome Letter or Renewal Letter containing details of your fees , the start date of your agreement and the details of the card or bank account to which fees will be debited.
year	A period of 12 months from the Start Date and each 12 month period thereafter.
you, your	The person named on the welcome letter or renewal letter .

SECTION 1- General conditions applying to the whole agreement

1. Fees

You will be charged the **fees** shown in **your welcome** or **renewal letter** unless the **agreement** is cancelled by **you** or **Sentinel® Gold**. If **you** fail to pay a **fee** when it is due, **you** will not be covered by the **Insurer** until the **fee** is paid and **Sentinel® Gold** may cancel your **agreement**.

2. Reasonable Precautions

You and the **registered member** must take all reasonable steps to prevent the loss or theft of **cards**, **personal belongings**, **keys** and **identity documents**. Fobs containing the registration number of a **vehicle** or **your home** address should not be attached to **keys**.

3. Rights of Recovery

Sentinel® Gold and the **Insurer** have the right, if we choose, in **your** or the **registered member's** name but at our expense to:

- i) start legal action to get compensation from anyone else; and
- ii) start legal action to get back from anyone else for any payments that have already been made.

You and the **registered member** must provide **Sentinel® Gold** or the **Insurer** with all reasonable help to take legal action against anyone if asked.

You or the **registered member** must not settle, reject or negotiate any claim without the written permission of **Sentinel® Gold** or the **Insurer**.

4. Rates of Exchange

Any claim made under this **agreement** in a currency other than pounds sterling will be settled at the rate of exchange prevailing at the date the claim was notified to **Sentinel® Gold**.

5. Changes you can make to the agreement - keeping details up to date and changing address

Details of registered items can be viewed by logging in to **your agreement** record on our website; www.sentinelgold.co.uk. **You** can create a unique

identifier that will allow **you** to change the details of **cards, identity documents** and other valuable documents. **Sentinel® Gold** will only accept instructions from **you** to change **your** personal details, **your home** address and the debit or credit card used to pay the **fee**.

Registered members may be given secure access to www.sentinelgold.co.uk to enable them to log on and change the details of their **cards, identity documents** and other valuable documents.

You must inform **Sentinel® Gold** of any change to **your** permanent address. **You** must tell **Sentinel® Gold** when a **registered member** is no longer living at **your home** address and tell the **registered member** that the protection available under this **agreement** has ended. They can apply for a new agreement if they want the insurance cover and associated services to continue.

You cannot transfer the benefit of this **agreement** to anyone else without the written consent of **Sentinel® Gold**.

6. Changes Sentinel® Gold can make to your agreement

Sentinel® Gold will notify **you** in writing with at least 30 days notice of any changes to the terms and conditions of **your agreement** and any changes to the **fees**. **Sentinel® Gold** will notify **you** of a change of **Insurer** during **your agreement period** and provided the terms of the **agreement** remain substantially similar, **you** agree to such change by accepting **your agreement**. In the event of such changes **your** attention is drawn to **your** general right of cancellation as set out General Condition 7 – “Cancelling your agreement”. **You** can call 0800 023 4907 for more information about the services currently offered.

7. Cancelling your agreement

Where a trial period is shown in your welcome letter

You may cancel **your agreement** at any time up until the end of the **trial period**. Please note, this may give **you** a longer cancellation period than currently required under English Law, which is 14 days from the latter of the **start date** of this **agreement** or receipt of **your welcome letter** and these terms and conditions.

On expiry of the **trial period** **you** can cancel **your agreement** at any time but **you** will not be entitled to a refund of any **fee** paid.

Where you do not have a trial period

You may cancel **your agreement** at any time up until 14 days from the latter of the **Start Date** of this **agreement** or receipt of **your welcome letter** and these terms and conditions and receive a refund of any **fees** **you** have paid provided no claim has been made.

On expiry of the 14 day period **you** can cancel **your agreement** at any time but **you** will not be entitled to a refund of any **fee** paid.

To cancel **your agreement** please call or write to **Sentinel® Gold** at the telephone number and address shown below:

Telephone: 0800 023 4318

Write to: **Sentinel® Gold** Sentinel House, Airspeed Road, Portsmouth Hampshire PO3 5RF

You must tell **registered members** that **you** have cancelled the **agreement** and their entitlement to the insurance cover and associated services provided by **Sentinel® Gold** has ended.

Sentinel® Gold may cancel this **agreement** by giving **you** 30 days notice in writing to **your home**.

8. When the agreement ends

Your agreement will end at the earliest of the following:

- the date **your agreement** is cancelled by **you** or **Sentinel® Gold**;
- the date **you** cease to live permanently within the **territorial limits**;
- the date **you** or a **registered member** submit a claim knowing it to be false, fraudulent or a misrepresentation.

9. Automatic Renewal

When **your agreement** is due for renewal **Sentinel® Gold** will renew **your agreement** automatically by charging and receiving the **fee**, where **you** have provided card details or direct debit details. This saves **you** the worry of remembering to contact us prior to the renewal date.

Sentinel® Gold will write to **you** at least 30 days before the **agreement** expires with full details of the **fee** and terms and conditions applicable to **your** renewal. Details will be confirmed in a **renewal letter**.

If **you** do not want to renew the **agreement**, all **you** need to do is call or write to **Sentinel® Gold** within 14 days of the renewal date.

10. Choice of Law

Unless agreed otherwise:

- a) the language of **your agreement** and all communications relating to it will be English; and
- b) all aspects of **your agreement**, including negotiation and performance, are subject to English law and the decisions of English courts.

11. How to make a complaint

If you have cause for dissatisfaction and wish to complain about **Sentinel® Gold** please contact:

Sentinel® Gold on 0800 023 4318

or write to:

The Customer Services Department, **Sentinel® Gold**, Sentinel House, Airspeed Road, Portsmouth, Hampshire P03 5RF quoting **your** membership number.

Sentinel® Gold aims to promptly solve most of their customers' complaints at the initial point of contact. **Sentinel® Gold's** staff are fully trained to deal with **your** complaint quickly and efficiently. However should **you** not be satisfied with the response **you** have received, **your** complaint will be responded to by the Customer Relations Team who will aim to resolve **your** complaint, if this is possible, by the end of the next working day following receipt of **your** complaint. If **Sentinel® Gold** cannot resolve **your** complaint within this time they will write to **you** within 5 working days, and do their best to resolve the problem within 4 weeks.

If **Sentinel® Gold** cannot respond within these timescales they will write to **you** again within 4 weeks to provide **you** with a final response or to let **you** know when they will contact **you** again, which will be within 8 weeks from when **you** first contacted **Sentinel® Gold** about **your** complaint.

If **Sentinel® Gold** has not resolved **your** complaint to **your** satisfaction within eight weeks from when **you** first contacted them **you** may refer **your** complaint to the Financial Ombudsman Service for an independent review.

Using the complaints procedure or referral to the Financial Ombudsman Service does not affect **your** legal rights.

If **you** have a complaint about the details of the policy, its administration or a claim, please contact the **Insurer** using the contact details below: Allianz Insurance plc, PO Box 589, Great West House (GW2), Great West Road, Brentford, TW8 1AH. Telephone: 01483 260758 Email: schemes@allianz.co.uk.

The **Insurer's** aim is to get it right, first time every time. If they make a mistake they will try to put it right promptly. They will always confirm to **you** the receipt of **your** complaint within five working days and do their best to resolve the problem within four weeks. If they cannot, they will let **you** know when an answer may be expected. If they have not rectified the situation within eight weeks they will provide **you** with information about the Financial Ombudsman Service.

12. Data Protection - How your data will be used

The details **you** and **registered members** supply will be stored securely and used by **Sentinel® Gold** to administer **your Sentinel® Gold** membership. Information may be disclosed to regulatory bodies and/or **your** bank or card issuer and/or our subcontractors for the purposes of providing the services. These details will not be kept for longer than necessary. They will at all times be held securely and handled with the utmost care in accordance with all principles of English law.

If **Sentinel® Gold** check the credit rating of **you** or a **registered member** with a credit reference agency in order to provide a cash advance, the credit reference agency will keep a record of this enquiry. Other organisations using the agency may then use this information for credit assessments or to trace debtors and prevent fraud.

You are entitled to a copy of all of the information held about **you** for which **Sentinel® Gold** may charge **you** £10. **Your** bank/card issuer will pass **your** name, address and **card** details to **Sentinel® Gold** for the purpose of billing **your** account with the **fees**. From time to time **Sentinel® Gold** may ask **your** card issuer to update **Sentinel® Gold** with any changes to the information they have provided to **Sentinel® Gold**, for example by providing **Sentinel® Gold** with any updated or new card numbers or expiry dates.

By entering into **your agreement**, **you** give **your** consent to the transfer of data outside of the EEA including to the USA (including to a sister company of Affinion International Limited) for the purposes of data processing relating to the provision of services.

Unless **you** have requested otherwise, **your** details may also be used by **Sentinel® Gold** or passed to carefully selected third parties so as to send **you** information about products and special offers that may be of interest to **you**.

Your data may also be disclosed to third parties where required by law or in the event that **Sentinel® Gold** merges with or is bought by another company, or otherwise undergoes a corporate restructuring. For more information about **Sentinel® Gold's** data processing activities or to opt-out of receiving marketing communications at any time, please write to Customer Services Manager, **Sentinel® Gold**, Sentinel House, Airspeed Road, Portsmouth, Hampshire, PO3 5RF.

13. Security

You may be required to validate any request you and **registered members** make to **Sentinel® Gold** by providing the security details you and **registered members** have registered. Failure to provide such security details or other suitable validation will result in **Sentinel® Gold** refusing to act upon such a request. If you or **registered members** have not registered security details with **Sentinel® Gold** you and **registered members** should contact **Sentinel® Gold** as soon as possible to ensure **Sentinel® Gold** is able to provide you and **registered members** with the service to which you and **registered members** are entitled.

14. Financial Services Compensation Scheme

You may be entitled to compensation from the Financial Services Compensation Scheme (FSCS), if **Sentinel® Gold** or the **Insurer** cannot meet their liabilities under this **agreement**. The level of compensation provided by the FSCS is 90% of the claim without any upper limit. Further information is available from the FSCS on 0800 678 1100 or 0207 741 4100 or at enquiries@fscs.org.uk.

15. Call Recording

Telephone calls made to **Sentinel® Gold** may be monitored and/or recorded. These recordings may be used to monitor the accuracy of information exchanged between **Sentinel® Gold** and its members. They may also be used to allow additional training to be provided to **Sentinel® Gold** staff or to prove that **Sentinel® Gold** procedures comply with legal requirements. **Sentinel® Gold** staff are aware that conversations are monitored and recorded.

16. Sentinel® Gold Limitation of Liability

This section (and any other section excluding or restricting our liability) applies to **Sentinel® Gold's** directors, officers, employees, subcontractors, agents and affiliated companies as well as to **Sentinel® Gold**. Nothing in this **agreement**

in any way limits or excludes **Sentinel® Gold's** liability for negligence causing death or personal injury or for fraudulent misrepresentation or for anything which may not legally be excluded or limited. Without prejudice to the rest of this **agreement**, **Sentinel® Gold's** liability of any kind in respect of any services or otherwise shall be limited to the amount of the **fees** payable by you during your **agreement period**. In no event will **Sentinel® Gold** be liable for any:

- economic losses (including, without limit, loss of revenues, profits, contracts, business or anticipated savings);
- loss of goodwill or reputation;
- losses that you incur that were not reasonably foreseeable to you and **Sentinel® Gold** when your **agreement** was entered into;
- damage to or loss of data, to the extent that this was not in the contemplation of **Sentinel® Gold** and you at the commencement of the **agreement period** and is not attributable to **Sentinel® Gold's** negligence or breach of your **agreement**; or
- the content of any messages which you provide to **Sentinel® Gold** or ask **Sentinel® Gold** to send to friends or family on your behalf (and you hereby agree to compensate **Sentinel® Gold** for any loss or damage caused to **Sentinel® Gold** as a consequence of such content).

17. War, Terrorism and Riot

Sentinel® Gold will not be liable for losses arising from its inability to provide the services and or the insurance covers in the event of war, terrorism, invasion, an act of foreign enemy, hostilities (whether war be declared or not), riot, strike, civil commotion, civil war, revolution, insurrection or military or usurped power or for any reason that is beyond our reasonable control.

The insurance covers provided in this **agreement** exclude any losses arising from war, terrorism, invasion, an act of foreign enemy, hostilities (whether war be declared or not), riot, strike, civil commotion, civil war, revolution, insurrection or military or usurped power.

18. General Rights

Your **agreement** and any representations given to you during your application for your **agreement** constitute the entire **agreement** between you, **Sentinel® Gold** and the **Insurer**. Any failure to exercise or enforce any right or provision of your **agreement** shall not constitute a waiver of such right or provision. If any provision of your **agreement** is found by a competent jurisdiction to be invalid, then the remaining provisions shall remain in full force and effect.

SECTION 2- Insurance Covers and Associated Services

The insurance covers and associated services available to **you** and all **registered members** are set out in the following sections:

A - Registration and Assistance Services

B - Assistance services following loss or theft of **cards** or **mobile phones**

C – Insurance covers

Communication costs Personal money, Identity documents and Personal belongings

Lock and Key Protection

Unauthorised Use of a Mobile Phone

Sentinel® Gold provides the associated services detailed in Parts A and B and unless stated otherwise, the insurance covers in Part C are provided by the **Insurer** and administered on their behalf by **Sentinel® Gold**.

The insurance covers and associated services provided by this **agreement** are based on information **you** supplied on **your** application form, or over the telephone, and on any information subsequently provided.

The insurance covers and associated services are provided for use worldwide within the **agreement period**.

A. REGISTRATION AND ASSISTANCE SERVICES

To access any of these services simply call **Sentinel® Gold**:

From the United Kingdom: 0800 023 4318

From outside of the United Kingdom: +44 23 9265 2222

Key Retrieval Service	On request, Sentinel® Gold will provide you with a tag to attach to your keys . The tag has a unique identifying number and instructions which enable anyone who finds it to drop it and the attached keys in a post-box. The keys are delivered to Sentinel® Gold , who will arrange for them to be returned to you or the registered member . You can purchase additional tags from Sentinel® Gold .
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Card registration service	You and each registered member can register your card details with Sentinel® Gold . In the event that any of your registered cards are lost or stolen, Sentinel® Gold will provide you or the registered member with the details registered. If you have registered your card(s) you can check the details are correct by requesting a Schedule of Registered Items or logging in to: http://www.sentinelgold.co.uk/
Valuable document registration service	You and each registered member can register details of valuable documents such as a passport or driving license with Sentinel® Gold . If any of these documents is lost or stolen during the agreement period , Sentinel® Gold will provide you or the registered member with the relevant details. Sentinel® Gold will not undertake the safekeeping of original or copies of valuable documents.
Luggage Retrieval Service	On your request, Sentinel® Gold will provide you with one tag to attach to luggage. The tag has the Sentinel® Gold telephone number and instructions for the finder to report luggage found to Sentinel® Gold . Sentinel® Gold will contact you or the registered member and help arrange for the luggage to be returned. Sentinel® Gold will not pay any costs incurred in the return of luggage. You can purchase additional tags from Sentinel® Gold .
Security supplies	At your request, Sentinel® Gold will provide you with a helpline card and security stickers to assist you in contacting Sentinel® Gold in the event of an emergency.
Change of Address Service	If you change address, Sentinel® Gold can notify relevant card-issuers of your new address.
Emergency Contacts Service	You can register up to 3 emergency contact names and telephone numbers with Sentinel® Gold . In an emergency Sentinel® Gold can pass on a message from you to these contacts.

B. ASSISTANCE SERVICES FOLLOWING THE LOSS OR THEFT OF CARDS OR MOBILE PHONES

To access any of these services simply call **Sentinel® Gold**:

From the United Kingdom: 0800 023 4318

From outside of the United Kingdom: +44 23 9265 2222

Please have your membership number to hand when you call us.

Service	What is provided
<p>Card loss reporting In the event of an incident resulting in the loss or theft of cards belonging to you or a registered member.</p>	<p>Sentinel® Gold will arrange for cards to be cancelled and reissued by the card issuer. Some card issuers do not reissue cards unless the cardholder makes the request themselves. If you do not receive a replacement card within 2 weeks of contacting us, you will need to contact your card issuer directly to request it.</p>
<p>Protective Registration As a result of an incident where your or a registered member's card(s) and identity documents have been lost or stolen, Sentinel® Gold will offer Protective Registration.</p>	<p>Protective Registration places a warning against the name and/or address in your or the registered member's credit report for up to 13 months. This warning can protect you or the registered member in the event that someone else attempts to obtain credit in your name by alerting potential lenders to conduct extra checks prior to providing such credit. After placing the warning, Sentinel® Gold will send you or the registered member a form requesting signed confirmation to keep this service. Unless the signed form is returned within 21 days of the date the warning was placed, it will be automatically removed.</p>
<p>Emergency cash advance Sentinel® Gold will arrange a cash advance for you or a registered member if your or the registered member's card(s) are lost or stolen and you or the registered member have no other means of paying for travel tickets, accommodation or obtaining cash whilst stranded away from your home.</p>	<p>A cash advance of up to £11,750 per incident will be made available when you or the registered member provide Sentinel® Gold with:</p> <ul style="list-style-type: none"> • details of an alternative card from which the cash advance can be debited; or • details of a friend or relative who Sentinel® Gold can contact and will authorise a payment from their own resources to Sentinel® Gold; or • authorisation to carry out a credit check with a credit reference agency or to obtain a reference from an employer and the credit check or reference is considered satisfactory to Sentinel® Gold. <p>Sentinel® Gold will arrange for the cash advance to be made available at the nearest office of Western Union or one of its agents. Full details will be provided when you call to request an advance.</p> <p><u>Please note:</u> Cash advances are repayable within 30 days of receipt. Sentinel® Gold may refuse to provide a cash advance to you or the registered member if, in Sentinel® Gold's reasonable opinion, there is any reason to believe you or the registered member may not be able to repay the cash advance.</p>

In the event a **registered member** fails to repay a **cash advance** within 30 days, **Sentinel® Gold** will pursue recovery of the debt from **you**.

What is not provided
<p>Sentinel® Gold will not provide a cash advance:</p> <ul style="list-style-type: none"> • if you or the registered member has not reported the theft of cards or personal money to the police; • when you or the registered member are stranded within a 50 mile radius of your home • in excess of £11,750 per incident; • for less than £100 in the territorial limits; • in excess of £1,000 in the territorial limits; • of more than £350 if you or the registered member are unable to provide proof of identity for a cash advance. In this case, Sentinel® Gold will require a copy of the police report confirming that the identification has been lost or stolen. <p>A cash advance may not be available if you cannot comply with Western Union's terms and conditions or if Western Union or its agents think it may violate any applicable law or Western Union policy or procedure. Western Union terms and conditions are available at its offices.</p>

Service	What is provided
<p>Mobile Phone loss reporting In the event of an incident resulting in the loss or theft of a mobile phone belonging to you or a registered member.</p>	<p>Sentinel® Gold will attempt to transfer you or a registered member to the network provider to place a block on the mobile phone.</p> <p>Sentinel® Gold will not be held responsible in the event that you or a registered member are unable to connect to the network provider.</p>

What is not provided

C – INSURANCE COVERS

COMMUNICATION COSTS , PERSONAL MONEY, IDENTITY DOCUMENTS AND PERSONAL BELONGINGS

What is Covered	The Limits
	<p>For communication costs, identity documents and personal belongings:</p> <ul style="list-style-type: none"> the amount shown for each cover is subject to an overall limit of £1400 per incident. a maximum of 3 incidents per year. <p>For personal money:</p> <ul style="list-style-type: none"> cover is subject to an overall limit of £300 per incident. maximum of 1 incident per year.
<p>Communication Costs Communication costs paid in dealing with and reporting an incident.</p>	Up to £800 per incident .
<p>Personal Money Personal money lost or stolen at the same time as a card.</p>	Up to £300 per incident .
<p>Identity Documents Costs of replacing lost or stolen identity documents.</p>	Up to £400 per incident .
<p>Personal Belongings Costs of replacing lost or stolen personal belongings.</p>	up to £200 per incident .

What is not Covered
<ul style="list-style-type: none"> Any claim for communication costs, identity documents and personal belongings totalling more than £1400 per incident. Any claim for personal money totalling more than £300 per incident.
<ul style="list-style-type: none"> Any costs not directly related to an incident; Any costs other than communication costs; Any costs associated with travel documentation which have not been pre-authorised by Sentinel® Gold.
<p>Any personal money not reported lost or stolen at the same time as reporting the incident to Sentinel® Gold will not be covered.</p> <ul style="list-style-type: none"> Personal money must be lost or stolen at the same time as card(s) belonging to you or a registered member.
<ul style="list-style-type: none"> Claims which do not include the necessary supporting documentation – receipts for the replacement, or other evidence of purchase.

LOCK AND KEY PROTECTION

What is Covered	The Limits
<p>Locks Costs of replacing locks to your home, home office or vehicle if the relevant keys are lost or stolen.</p> <p>Keys Costs of gaining entry to your home, home office or vehicle if you or a registered member lose your keys or the key accidentally breaks in the lock.</p> <p>Vehicle Recovery Costs of recovering a vehicle and any passengers to your home or the nearest garage, if the locksmith or motor assistance service cannot gain entry to the vehicle;</p> <p>Hire Car Costs of a hire-car or other reasonable transportation charges for up to 3 days if the locksmith or motor assistance service cannot attend or gain entry to your vehicle.</p>	<p>Sentinel® Gold will pay up to:</p> <p>a maximum of £800 per incident; a maximum of 3 incidents per year.</p> <p>The provision of a hire-car is subject to availability and the terms and conditions of the vehicle rental company</p>

What is not Covered

- Sentinel® Gold** will not pay for:
- **Locks** or **keys** damaged before the **Start Date** of this **agreement**;
 - **locks** damaged before the accompanying **keys** were lost or stolen;
 - more than one **key** for each **vehicle lock**;
 - any non-domestic **locks** or **keys**, other than for your **home office**;
 - any claims where lost or stolen **keys** have the **vehicle** registration number or details of **your home** or **home office** address attached to them;
 - alternative transportation costs or **hire-car** costs for any period exceeding 3 days;
 - costs for a **hire-car** or other reasonable transportation charges unless **you** have received authority from **Sentinel® Gold** to incur these costs;
 - Any costs or liabilities relating to the **hire-car** other than the rental fee;
 - any costs other than the repair, replacement or fitting cost of the **key(s)** and **lock(s)**, agreed **hire-car** and/or other transportation charges.

UNAUTHORISED USE OF A MOBILE PHONE

What is Covered	The Limits
<p>Unauthorised use of a mobile phone owned and used by you or a registered member, lost or stolen anywhere in the world.</p>	<p>The most Sentinel® Gold will pay in respect of an incident resulting in a claim for unauthorised use is £1000.</p> <ul style="list-style-type: none"> • Sentinel® Gold will pay up to a maximum of 3 incidents per year.

What is not Covered

- Sentinel® Gold** will not pay for **unauthorised use** when a **mobile phone** owned and used by **you** or a **registered member**:
- is left unattended when away from **your home**;
 - is left in an unattended **vehicle**, unless the **mobile phone** was locked in a concealed compartment, out of sight and the **vehicle's** security systems have been activated;
 - is left unattended in a **vehicle**, building or other property unless force, resulting in damage was used to gain entry or exit;
 - is being used by someone other than **you** or the **registered member**.
- Sentinel® Gold** will not pay :
- any claim where the **SIM card** was not in the **mobile phone** at the time of the **incident**;
 - any claim where evidence of **unauthorised use** cannot be provided by statements or accounts from **your** airtime provider or a receipt for any pay as you go credit.
 - for reinstatement or loss of data to the **mobile phone**.