



Mobile phone and connected device insurance

Who regulates us?

We are authorised and regulated as an insurance intermediary by the Financial Conduct Authority (FCA) reference number 718822. We sell mobile phone and connected device insurance products acting on behalf of the insurer. We are registered with the FCA as Telefónica UK Limited, 260 Bath Road, Slough SL1 4DX. Reference number 718822

You can find further details at www.fca.org.uk/register or call 0800 111 6768

What products do we offer?

We offer mobile phone and connected device insurance products from Telefónica Insurance S.A. UK branch

Our services

We don't provide advice about mobile phone insurance and connected device insurance products but we will give you sufficient information relevant to your demands and needs so you can make an informed decision about buying it

What you pay for our services

We have an agreement with Telefónica Insurance S.A. UK branch to share in any profit from underwriting mobile phone and connected device insurance products

Ownership

Telefónica UK Limited and Telefónica Insurance S.A. UK branch are both subsidiaries of Telefónica S.A.

What to do if you wish to complain?

We are dedicated to providing you with a high quality service at all times. If, however, you are unhappy with our service please call us on 0344 809 0202 (free of charge from an O2 phone or charged at the national rate from a landline), or write to us by email at O2customersupport.uk@brightstar.com

Telefónica UK Limited is covered by the Financial Ombudsman Scheme for complaints. If you have complained to us and remain dissatisfied with our response, you can approach the Financial Ombudsman Service for assistance

Referral to the Financial Ombudsman Service does not affect your right to take legal action. Full details of our complaints procedures can be found in your insurance policy documents

If you purchased your policy online and are unhappy with the service provided you can use the Online Dispute Resolution platform developed and operated by the European Commission. The platform can be found at <http://ec.europa.eu/consumers/odr/>