Audi
Financial Services

Finance. Insurance. Fleet. Mobility.

Initial Disclosure Document for non-advised sales

ABOUT OUR INSURANCE SERVICES

Who are we?

Lawshield UK Ltd is a general insurance intermediary who sells and administers Audi Extended Warranty policies on behalf of Volkswagen Financial Services. Lawshield UK Ltd acts on behalf of Volkswagen Versicherung AG for the sole purpose of administrating Volkswagen Extended Warranty policies.

We are authorised and regulated by the Financial Conduct Authority

The Financial Conduct Authority is the independent watchdog that regulates financial services. Our Financial Conduct Authority Register number is 306793. You can check this on the Financial Conduct Authority's Register by visiting www.fca.org.uk or by contacting the Financial Conduct Authority on 0800 111 6768. Our permissions enable us to act in relation to non-investment insurance contracts.

Whose products do we offer?

We can only offer Extended Warranty from the following insurer: -
Volkswagen Versicherung AG.

Which service will we provide you with?

You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

What will you have to pay us for this service?

We arrange the policy with the Insurer on your behalf. You do not pay us a fee for arranging this service.

What marketing material will you receive?

During the term of your policy you may receive marketing material about other products and services that are of interest to you, however this will only be in conjunction with your previously agreed marketing preferences.

What to do if you have a complaint?

It is our intention to provide you with a high standard of service at all times, but if you wish to register a complaint, please contact us by telephone on 0333 043 3780 so that we can discuss and deal with your complaint or query as quickly and efficiently as possible.
You can also email us at customerservices@audi-extendedwarranty.co.uk.We will issue a prompt written acknowledgement of your complaint. We will try to resolve your complaint as soon as possible. Our final response will state whether we accept or reject your complaint. If we reject your complaint, we will state our reasons. If we cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (the FOS). This does not prejudice your right to bring legal proceedings. You can find more information about FOS at www.financial-ombudsman.org.uk or by calling them on 0800 023 4567.
A copy of our full complaints procedure is available on request.

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

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. Non-compulsory insurance is covered for 90% of the claim without any upper limit.
For compulsory classes of insurance, advising and arranging is covered for 100% of the claim without any upper limit.
Further information on the scheme is available from the FSCS.

Looking after your money

The insurer has appointed us as agents for the receipt of money, and in accordance with their instructions, we hold your money in an insurer premium account until it is passed to the insurer or returned to you.

Payment

You are responsible for paying premiums by the due date. We have no obligation to fund premiums for you and have no responsibility for any loss you may suffer as a result of the insurer cancelling the policy due to non-payment.
We normally accept payment by debit or credit card or by way of monthly direct debit initiated at the point of sale.

Your contract of Insurance – information and changes we need to know about

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to and renew your policy. If you are in doubt, please contact us. If the information provided by you is not complete and accurate:

- The insurer may cancel your policy and refuse to pay any claims.
- The insurer may not pay any claim in full or your premium may be revised or an excess imposed, or
- The extent of the cover may be affected. If in doubt, please ask and we will give you examples of what you must tell the insurer or us.

Your responsibility to read all documents

When a policy and related documents, e.g. policy summary, are issued you are strongly advised to read them carefully as they form the basis of the cover you have purchased.
If you are in doubt over any of the policy terms or conditions, please tell us promptly.

Your cancellation rights

Consumers have the right to cancel new policies within 14 days of receipt and renewal instructions within 14 days of renewal. Full details are provided in your policy summary. Any policies cancelled outside of this 14 day period may be subject to a £25 administration charge.
If the insurance contract is cancelled and no claim has been made, the insurers may return a proportion of the premium to us, less any reasonable costs incurred in providing the cover. Our commission and or fees will not usually be returnable. This right does not apply to a short period policy of less than one-month duration where the cover has already commenced.

You may choose to pay by instalments. If, for example, you decide to cancel a policy or your insurer becomes insolvent, you will still be required to make the agreed repayments. If you do not continue to pay your instalments your insurance may be cancelled.

Termination

You may cancel these Terms of Business with us at any time. If you do so, we will continue to be entitled to receive any fees or commissions payable. We reserve the right to resign as your broker. If policies are to be cancelled, due notice will be given in accordance with the terms of the insurance policies. We will continue to fulfil any outstanding regulatory responsibilities to you following termination of these Terms of Business.

Protecting your data

Audi Extended Warranty cover is administered by Lawshield UK Limited ("Lawshield") on behalf of Volkswagen Financial Services (UK) Limited ("VWFS"). Lawshield will use your information and share it with VWFS for the following reasons:

- To provide you with the product and notify you about important changes or developments to the features and operation of those products and services
- manage your account, including responding to your enquiries and complaints
- provide you with information about products and services which are similar to those VWFS previously provided to you, unless you have told us that you do not want to hear from us
- comply with audits
- carry out risk management
- carry out customer modelling, statistical and trend analysis, with the aim of developing and improving products and services

VWFS may share your information with other Volkswagen Group companies for audit purposes, risk management and to carry out customer modelling, statistical and trend analysis, with the aim of developing and improving products and services, and to comply with legal requirements. VWFS will not disclose your information to anyone else except:

- where the law says they may or must do so
- to companies that provide services to VWFS or Lawshield to perform activities relating to your contract and/or to protect our rights and/or property
- to the franchised retailers to handle claims under your warranty cover

If your personal information is stored outside of the UK, VWFS will require your personal information to be protected to UK standards.

Further information on how your information is used, how VWFS maintain the security of your information, your right to access information they hold on you and details of relevant third party and Volkswagen Group companies for data sharing purposes is in the Privacy Policy which is available:

- www.insurewithaudi.co.uk/privacy
- by contacting DPO@vwfs.co.uk

What to do in the event of a claim

If you want to claim on your policy you should use your insurer claim line (details in your policy) or notify us immediately by telephone on 0333 043 3780.

You should not admit liability nor agree to any course of action, other than emergency measures carried out to minimise the loss, until you have agreement from either your insurer or us.

Conflict of interest

Although we settle most claims on behalf of the insurer under a delegated authority agreement, our objective is to settle every customer claim in a fair manner in accordance with policy terms.
If we believe in a particular claim that a conflict may arise, we will tell both the customer and the insurer in order that a mutually acceptable way forward can be agreed.

Quotation validity

Unless we specifically advise to the contrary, we will stand by quotations for 30 days from the date of issue.

Commission disclosure

The insurer pays us a flat fee per policy to administer on their behalf.

Governing law

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which your main residence is situated.

Environment

We are committed to being as environmentally friendly as possible and therefore will not send out postal documents unless specifically requested to do so.