# Additional Information about your Policy

## Plum Underwriting Limited

## Cherish Home B&B Insurance

**Please note the following in addition to the enclosed Insurance Product Information Document**

### Making a claim

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| **To make a claim** | 0800 197 2770 select option 1<br>Or email enquiries@cherishinsurance.co.uk |
| **Family Legal Protection** | 0870 850 9081<br>Quote 'Cherish Home B&B Insurance Family Legal Protection' |
| **Home Emergency** | 0300 303 2948<br>Quote 'Cherish Home B&B Insurance Home Emergency' |
| **Identity Theft** | 0330 024 8687<br>Quote 'Cherish Home B&B Insurance Identity Theft' |

### Making a complaint

We hope you will be pleased with the service provided. However, if you need to make a complaint about the service you have received, please contact us on 01255 871965 or write to The Compliance Officer, Cherish Insurance Services, Carlson House, Bradfield Road, Wix, Essex CO11 2SP or email us at enquiries@cherishinsurance.co.uk.

If you remain dissatisfied with your complaint, you may be able to refer the matter to the Financial Ombudsman Service.

Further details about making a complaint can be found in the Policy Wording.

### Compensation

We and the insurers of the policy are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event that either of us are not able to meet our obligations. This will depend on the type of insurance and the circumstances of the claim.

Further information is available from the FSCS at www.fscs.org.uk.