

landlordsure.co.uk

Specialist Insurance for Landlords and Property Owners

Website Terms & Conditions of Use & Privacy Policy

Landlordsure.co.uk and landlordsure are trading names of JSW Insurance Services Ltd. JSW Insurance Services Ltd is authorised and registered by the Financial Services Authority No: 304328

The administration of all policies supplied by landlordsure.co.uk is carried out by JSW Insurance Services Ltd

Online Quotations

For the purposes of online quotations we only use the services of Anglo Pacific Consultants Limited who operate using a comprehensive panel of leading companies and Lloyd's markets.

You will not receive advice or recommendations from us when using this on-line service. You will be asked a number of questions by the system to provide you with an instant quotation. Should you wish to take out cover you will then need to contact one of our team of advisors who will be happy to confirm your quotation, explain the cover provided and advise on its suitability to fulfil your insurance needs. This can be done by telephoning 01782 661323.

Terms & Conditions of Use

Welcome to the landlordsure.co.uk website. We provide our services to you subject to the following conditions. **If you use the services on our website, you are deemed to have accepted these conditions.** Please read them carefully.

Electronic Communications

When you visit the landlordsure.co.uk website or send e-mails to us, you are communicating with us electronically. In doing so you consent to receive communications from us electronically. We will communicate with you by e-mail or by posting notices on this site. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

Privacy Statement

The landlordsure.co.uk website does not automatically capture or store personal information, other than logging the users IP address and session information, such as the duration of the visit and the type of browser used as well as the pathway of access to the site. This is recognised by the web server and is only used for system administration and to provide statistics, which landlordsure.co.uk uses to evaluate use of the site.

We do not use cookies for collecting user information from the site.

Treating Customers Fairly

We aim to treat all our customers fairly. We will use our best endeavours to ensure there are no conflicts of interest and that all our staff are trained in customer satisfaction.

Provision of Information

We make every effort to ensure that the information provided on this site is correct and accurate at the time of production. However, landlordsure.co.uk will not be responsible for any consequences whatsoever of the subsequent inaccuracy of any such information

You may be asked for personal information if you want to take advantage of specific services we offer such as e-mail enquiries (contact us) or specific promotions. In each case we will only use the personal information you provide to deliver the services you have told us you wish to take part in. You will be given an opportunity to opt out of further contact if you wish.

Links to Other Sites

These terms and conditions, including those relating to privacy and provision of information apply only to the landlordsure.co.uk website at landlordsure.co.uk. Links within this site to other websites are not covered by this policy.

This site contains links to other firms sites that users may find of interest. No recommendation for either the sites themselves or the firms or services offered by the firms is implied by the fact that these links are present. landlordsure.co.uk have no control or responsibility for information or material of any description present on external sites. If you follow the links provided to these other sites you do so entirely by your own choice and at your own risk.

Complaints Procedures

It is our intention to provide you with a high level of service at all times. However, should you have cause for complaints you should in the first instance write to the Managing Director, JSW Insurance Services Ltd., 11 Church Street, Silverdale, Newcastle under Lyme, Staffordshire, ST5 6JQ. In the event that we are unable to resolve matters immediately, we will acknowledge your complaint within five working days, advising you of the person who will be investigating the circumstances. In the event that the complaint remains outstanding after a further 20 working days, we will write to you again advising you of the reasons for the delay and giving a timescale within which you will hear from us again.

Should you wish to take an unresolved complaint further you may refer your complaint to the Financial Ombudsman Service at: South Quay Plaza, 183 Marsh Wall, London E14 9SR. 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. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim without any upper limit Further information about compensation scheme arrangements is available from the FSCS.

All Queries relating to anything contained within the landlordsure.co.uk website or any document slinked to it should be addressed to:

The Managing Director, JSW Insurance Services Ltd, 11 Church Street, Silverdale, Staffs, ST5 6JQ