

## IMPORTANT NOTICE ABOUT YOUR KEY PROTECT COVER

The table below summarises the key differences between the policy document you were previously sent and the Great Lakes Insurance SE policy document which applies to your policy. The insurer's headquarters and some of the key contact telephone numbers are different. Please also read through the full Key Cover Policy Document, also enclosed with this notice.

SUMMARY OF CHANGE	POLICY WORDING NOW APPLICABLE ( <i>ITALICS SIGNIFIES CHANGED TEXT</i> )
<b>CHANGE OF INSURER – PAGE 3</b>	
<b>1. The insurer has changed to Great Lakes Insurance SE.</b>	<ul style="list-style-type: none"> <li>This insurance is arranged by Supercover Insurance Ltd <i>and underwritten by UK General Insurance Ltd on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.</i></li> </ul> <p>Supercover Insurance Ltd and UK General Insurance Ltd are authorised and regulated by the Financial Conduct Authority. <i>Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.</i></p>
<b>CHANGE OF INSURER – DEFINITION OF 'WE, US, OUR, INSURER' – Page 4</b>	
<b>2. The definition of 'We, Us, Our, Insurer' has changed to reflect the change of insurer to Great Lakes Insurance SE.</b>	<ul style="list-style-type: none"> <li>We, Us, Our, Insurer – UK General Insurance Ltd on behalf of <i>Great Lakes Insurance SE</i></li> </ul>
<b>AGENCY ARRANGEMENTS – Page 6</b>	
<b>3. The sentence which previously stated that: "UK General Insurance Ltd are an insurer's agent and in the matters of a claim act on behalf of the Insurer" now explicitly names the insurer. The new wording is "UK General Insurance Ltd is an agent of Great Lakes Insurance SE and in the matters of a claim act on behalf of Great Lakes Insurance SE".</b>	
<b>HOW TO COMPLAIN – Page 6</b>	
<b>4. Complaints will now be handed over to UK General Insurance Limited if not resolved on the third working day rather than the end of the next working day.</b>	
<b>COMPENSATION SCHEME – Page 7</b>	
<b>5. Reference to the insurer in this section has changed to Great Lakes Insurance SE.</b>	<ul style="list-style-type: none"> <li><i>Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit <a href="http://www.fscs.org.uk">www.fscs.org.uk</a></i></li> </ul>

## CONTACTING SUPERCOVER

We want to be sure that all Key Protect customers hold the latest contact information for us, as follows:

<b>Our address is:</b>	Supercover Insurance Ltd, Waterside House, 20 Riverside Way, Uxbridge, UB8 2YF
<b>To make a claim:</b>	0203 794 9309
<b>To make a complaint:</b>	0203 794 9300