

About Us, Our Terms and Services

This insurance is provided and underwritten by Legal & General Insurance Limited, Registered in England and Wales number 00423930. Registered office: One Coleman Street, London EC2R 5AA

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 202050).

Basis of Advice

Legal & General does not provide advice or a personal recommendation about the suitability of this product. It is your responsibility to ensure the product meets your needs.

Our Complaints Procedure

If you wish to complain about any aspect of the service you have received from us, please contact Legal & General Insurance, Centre City House, 5 Hill Street, Birmingham B5 4US.
Telephone: 0370 0600 227. We may record and monitor calls. Call charges will vary.

If you have a complaint in relation to Home Emergency cover please contact AXA Assistance (UK) Limited: Customer Relations, Home Emergency Inter Partner Assistance SA, The Quadrangle, 106–118 Station Road, Redhill, Surrey RH1 1PR.
Telephone: 01737 815 913. Calls may be recorded and monitored. Call charges will vary.
Website: homeemergencycomplaints@axaassistance.co.uk

If you have a complaint in relation to Family Legal Protection please contact DAS: Customer Relations Department, DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH.
Telephone: 0370 050 1575. Calls may be recorded and monitored. Call charges will vary.

If you remain dissatisfied, you can complain to:
Financial Ombudsman Service, Exchange Tower, London E14 9SR
Telephone: 0800 023 4567 or 0300 123 9 123.
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Commission and Fees

If you purchase a Home Insurance policy with us over the telephone, we will pay our Insurance Sales Agent a flat amount of less than £5.00, provided they meet call quality measures. If you're purchasing a policy online, renewing or updating your policy no commission is paid.

We will charge you an administration fee of £24.99 (including insurance premium tax) if you cancel your policy after 14 days from the start date or renewal date, or when you receive your policy documents (whichever is later). Full cancellation details can be found in your Policy Booklet.