

**HAYS TRAVEL Head Office Address: Gilbridge House, Keel Square, Sunderland, Tyne & Wear SR1 3LH**

### **Status Disclosure Information**

The Financial Conduct Authority (FCA) is the independent regulator of financial services. Use this information to decide if our services are right for you.

**Hays Travel** is an Appointed Representative of Rush Insurance Services Limited, which is authorised and regulated by the FCA (Firm Registration Number 714385) and which is permitted to arrange general insurance contracts.

**Hays Travel** offer 'Connected' and 'Standalone' Travel Insurance from a single insurer. Details of the insurer are available on request. We do not charge fees for our insurance related services, but we may receive commission from the product provider.

**You WILL NOT receive advice or a recommendation from us for insurance. 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.**

We always aim to provide a first-class service, however if you have any cause for complaint any enquiry can be raised by email to [enquiries@rushinsurance.co.uk](mailto:enquiries@rushinsurance.co.uk) or in writing to The Complaints Officer, Rush Insurance Services Limited, 8<sup>th</sup> Floor Beckwith House, 1 Wellington Road North, Stockport, Cheshire SK4 1AF.

Should you remain dissatisfied, you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR. Telephone 0800 023 4567 or 0300 123 9123 if calling from a mobile. Or by email to [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or visit the website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme (FSCS). Your entitlement to compensation will depend upon the type of business and the circumstances of your claim. Insurance advising and arranging is covered for 90% of the claim without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from FSCS. Details of Rush Insurance Services authorisation can be confirmed by contacting the FCA on freephone 0800 111 6768 or 0300 500 8082 or by visiting the FCA's website <https://register.fca.org.uk>

### **Demands and Needs Statement - Travel Insurance**

This travel insurance policy is typically suitable for the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions, are travelling to countries included within the policy terms and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during their trip. Subject to policy exclusions, terms, conditions and maximum specified claim limits; full details of which may be found in your policy booklet.

If you do not have one of these, please ask for a copy to aid you in making your own informed buying decision.

## Important Information

You may already possess alternative insurance(s) for some, or all of the features and benefits provided by products purchased; ***it is your responsibility to investigate this.*** We will not provide you with advice about the suitability of this product for your individual needs, but we will be happy to provide you with factual information to assist you in making an informed buying decision.

***All policies have exclusions and restrictions to them.*** It is very important that you read and understand these and only purchase the policy if you are happy that you and (where applicable) every member of your party meet the eligibility criteria.

Specifically designed for travel insurance purposes, our policy may NOT be applicable for you if:

- You are over the maximum specified age at the time of your trip
- You have pre-existing medical conditions
- You are not a resident of the UK or the Channel Islands

Examples of these and other conditions and restrictions and what to do if you are unsure about any aspect of an exclusion are contained within your policy information.

If after purchasing a policy you find it does not meet your requirements, you have 14 days from the date of issue, or prior to travel (whichever is sooner) to cancel the policy. If you do decide to cancel, your money will be refunded in full, provided you have not travelled, no claims have been made or an incident likely to give rise to a claim has arisen.

Travel policies will not cover travel to areas where the Foreign, Commonwealth & Development Office has advised against 'all travel'. If you are not sure whether there is a travel warning for your destination, please check with the Foreign, Commonwealth & Development Office, telephone **0207 008 1500** or visit their website at:

<https://www.gov.uk/government/organisations/foreign-commonwealth-development-office>

**It is your responsibility to do this and no information or guidance will be provided by ourselves in this regard.**

## Confidentiality and Data Protection

### Introduction

Rush Insurance Services Limited are committed to protecting and respecting your privacy. We recognise our responsibility to treat your personal information with care and to comply with all relevant legislation, in particular, the Data Protection Act 2018 and the UK General Data Protection Regulation (UK-GDPR).

### Data Controller

If we have provided you with a quotation and/or administer your insurance policy, we are classed as the "data controller" which means we process your data. Your data may be passed to other parties, including Insurers, and/or medical underwriters for the purposes of providing, arranging, administering and renewing insurance contract(s) and for the purposes of monitoring and/or enforcing compliance with insurance regulatory rules/codes. These parties could also be data controllers and where necessary will issue their own Data Protection Privacy Notices.

To view our Privacy Notice, please click on the link: <http://www.rushinsurance.co.uk/privacy-policy/>

I have read and understand the above information and confirm that I have been provided with a copy of this document together with all relevant policy documentation to enable me to make an individual informed buying decision based on my own personal circumstances and the merits of the policy. This

buying decision was my own and I did not receive a personal recommendation or advice from **Hays Travel**.

***Please keep this page with your insurance policy documents***

If you are intending to purchase an insurance product you confirm that you did not receive any recommendation or advice from us regarding the suitability of the product for your circumstances; that you have received the documentation below\* and had the opportunity to review and question any items that may be unclear to you and that you have made an individual informed buying decision based on your own personal circumstances and the merits of the policy:

*\* This document (Status Disclosure)*

*\* A Policy Document or similar, detailing policy terms, conditions, exclusions and your cancellation rights*

*\* Price information, including all applicable taxes, and where applicable, interest payments.*

***If you have not had access to these documents, please ask a member of staff who will be happy to assist.***