

# Statement of Demands and Needs

---

Your demands and needs are those of a customer who requires a package of travel insurance benefits to cover either a single trip or for multiple trips within the geographical area selected and for the specified period of insurance

## Terms of Business

---

**Please read this document carefully.** It sets out the terms upon which we agree to act for our customers and contains details of our regulatory and statutory responsibilities. It also sets out some of your responsibilities. Please contact us immediately if there is anything in these Terms of Business that you do not understand.

---

### About our company

easyJet Airline Company Limited is an Appointed Representative of Collinson Insurance Services Limited [the administrator] which is authorised and regulated by the Financial Conduct Authority (FCA), United Kingdom to transact general insurance business. Their FCA registration number is 311883. You can check this information on the FCA's register by visiting their website at [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768 or +44 (0)207 066 1000.

---

### Our address

Our registered address is:  
Hanger 89, London Luton Airport, Luton Bedfordshire, LU2 9PF, United Kingdom

---

### Our products and services

We offer travel insurance products which are suitable for those who wish to insure themselves when travelling against various risks which will vary depending on the cover selected.

We only offer travel insurance products underwritten by Collinson Insurance, a trading name of Astrenska Insurance Limited [the insurer]. We do not give advice or make personal recommendations in connection with any travel insurance product. However, we will ask you questions in order to provide you with a quotation, leaving you to make your own decision as to how you wish to proceed and whether this product fulfils your specific insurance requirements.

---

### Capacity in which we are acting

In arranging your insurance, we will act as agent of the insurer at all times.

---

### Our Remuneration

When we sell you a policy the insurer pays us a percentage commission from the total premium.

---

### Disclosure

It is very important that information given to us when buying a policy, when completing a claims form and giving declarations to the insurer is correct. If a policy is purchased, or a form or declaration is completed on your behalf, it is your responsibility to check that the answers given to all questions are true and complete. You are advised to keep copies of any correspondence you send to us or direct to the insurer.

---

### Insurance premiums

We collect and hold insurance premiums as agent of the insurer.

## Quotations

Unless stated otherwise, all quotations provided for new insurances are valid at the time of quote only.

## Cancellation right

You may have a right to cancel up to 14 days from the date you receive:

- The policy document at the start of your insurance or;
- The renewal policy documentation for subsequent periods of insurance

Should you decide to exercise this cancellation right, you will be entitled to a refund of premium. Should any claim occur prior to the exercise of the cancellation right where the claim terminates the insurance cover, the insurers will not allow a refund of any of the premium paid.

If this cancellation right is not exercised within the 14-day period as stated above, none of the premium paid will be refunded.

## Treating our customers fairly

We aim to always provide a first-class level of service, and welcome feedback from our customers. If, for any reason, you feel that our service is not of the standard you would expect, please tell us. You can email easyJet Travel Insurance via Collinson Insurance Services Limited at:

[easyJet.ins@collinsoninsurance.com](mailto:easyJet.ins@collinsoninsurance.com)

## Complaints procedure

Should there be an occasion when we do not meet your expectations, we are equally committed to dealing with any complaint in a thorough and professional manner. If you wish to register a complaint regarding the sale of your insurance, please contact Collinson Insurance Services Limited in the following ways:

### By email

[easyJet.comp@collinsoninsurance.com](mailto:easyJet.comp@collinsoninsurance.com)

### By telephone

0333 333 9637

### In writing

The Complaints Officer  
easyJet Travel Insurance  
Sussex House, Perrymount Road  
Haywards Heath  
West Sussex RH16 1DN

If you remain dissatisfied after receiving a final response to your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service:

### By email

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### By telephone

0800 023 4567 or 0300 123 9123

### In writing

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
United Kingdom

If you wish to refer this matter to the Financial Ombudsman Service you must do so within six months of receiving our final response. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

## Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations. Insurance advising and arranging is covered at 90% of the claim, without any upper limit.