



3rd Floor, The Podium
Centre City House
5 Hill Street
Birmingham
B5 4US

0370 405 0006

9am-5pm Monday-Friday

9am-1pm Saturday

We may record and monitor calls. Call charges will vary

10 October 2021

Policy Number: **PA123456**

Customer Email Address: **jane.smith@abcd.co.uk**

Mrs J Smith
1 High Street
Anytown
Any County
AN1 1TN

Important information about Tigger's Asda Pet Insurance policy

Dear Mrs Smith,

We are writing about your Asda Pet Insurance policy for **Tigger** which is underwritten by Legal & General Insurance Limited (renamed Fairmead Insurance Limited).

Change in insurance provider/administrator

Asda moved to a new pet insurance administrator called **Insurance Factory Limited** on 07/10/2021. As your current policy will expire soon, **Fairmead Insurance Limited will not be offering** to renew your policy, but you can choose to take out Asda Pet Insurance through Insurance Factory Limited instead.

What happens now?

So that Insurance Factory Limited can offer you a policy and Tigger can continue to be insured, your policy information will need to be shared with them. Only the information they need (which may include your bank account details if you pay by Direct Debit) will be shared. For further information about how your data is used please see the links at the foot of the page.

If you're happy to have your details passed on

Insurance Factory Limited will send you your new Asda Pet Insurance welcome pack which will include all the details you need such as your new premium and a summary of any changes between your existing policy and the new policy. The policy offered will be similar to your current policy. If you feel it doesn't meet your needs, you can choose to take out a policy with another provider.

What if I don't want my details passed on?

If you don't want your details to be passed to Insurance Factory Limited, you need to either call us on **0370 405 0006**, email us at petadmin@landg.com or write to us at the address at the top of the page within the next 21 days of the date above to let us know this.

In this case your policy will end on **8/12/21** and Tigger will no longer be covered by Asda Pet Insurance underwritten by us meaning that from this date all cover will stop. If you do choose to end your policy from this date, we'd like to highlight that it may be difficult to insure your pet elsewhere for any pre-existing or existing medical conditions or illnesses, whether diagnosed or not, so please make sure you're able to get cover you're happy with elsewhere before doing so.

If you've made a claim

Although there will be some differences between your current Asda Pet Insurance policy and your new policy administered by Insurance Factory Limited, we'd like to reassure you that they will continue to provide cover for ongoing treatment for any illness or injury covered by your current Asda policy. Full details of your new policy will be included in the welcome pack Insurance Factory Limited send you.

What happens next?

If we don't hear from you within the next 21 days, your details will be passed to Insurance Factory Limited who will send you a welcome pack 21 days before your current policy expiry date. This will be sent to the email address as shown at the top of the page. If you don't have an email address it will be sent by post. If either your postal or email addresses are wrong, please call us on 0370 405 0006 or email us at petadmin@landg.com so we can update our records.

In the meantime, if you have any questions about your current policy before the expiry date please contact us on 0370 405 0006 or read our FAQ's on <https://money.asda.com/petfaqs>. You'll find some of the FAQ's overleaf.

Please rest assured your existing policy will continue until its expiry date of 8/12/21 and any claims will be managed by Fairmead Insurance Limited and our dedicated Claims team.

Please note you'll receive a copy of this letter for each pet that you have insured with us.

Yours sincerely



Stefan Elks
Head of Customer Operations

Please call us if you are visually impaired and would like this document in Braille, large print or audio tape or CD.

For further information about how Fairmead Insurance Limited use your data visit: www.legalandgeneral.com/insurance/existing-customers/privacy-policy/
further information about how Insurance Factory Limited use your data visit: <https://asda.uispet.co.uk/Content/Documents/PrivacyPolicy.pdf>

Top Frequently Asked Questions (FAQ's) for Asda Pet Insurance

Why is Asda Pet Insurance underwritten by Fairmead Insurance Limited not renewing my policy?

In October 2021 Asda moved to a new pet insurance administrator: Insurance Factory Limited. We've written to you approximately 8 weeks before your renewal date to see if you want to receive a new quote from them to ensure that you get continuation of cover for your pet (especially where you have made a claim).

Who is Insurance Factory Limited?

Insurance Factory Limited have been administering pet insurance for many well-respected brands for nearly 25 years.

What if I've made a claim?

Although there will be some differences in cover between your current Asda policy and your new Asda policy, we'd like to reassure you that Asda's new administrator, Insurance Factory Limited will continue to provide cover for ongoing treatment for any illness and injury covered by your current Asda policy, subject to you taking ongoing cover with them and subject to the terms of your new policy.

Claims for treatment provided after your renewal date will be handled by Insurance Factory Limited. Full details of your new policy will be included in the welcome pack that will be sent to you. Claims made for treatment given before your renewal date will continue to be handled by the dedicated Fairmead Insurance Limited Claims team.

What do I need to do?

Having received your letter you need to decide if you want your personal details (which may include your bank account details if you pay by Direct Debit) passed to Insurance Factory Limited. They will then send you a quote for your pet insurance ensuring that you have continual cover.

If you are happy for this to happen you don't need to do anything.

If you don't want us to pass your personal details to Insurance Factory Limited, please follow the instructions in this letter.

What if I don't want to become an Asda/Insurance Factory Limited customer?

We've written to you well in advance of your policy renewal date to make you aware of Asda's move to Insurance Factory Limited. You have 21 days from the date on this letter to tell us that you don't want us to pass your personal details to Insurance Factory Limited.

This means from your policy renewal date all cover will stop, and we will only pay claims for treatment up to this date and no claims will be paid for treatment after this date. In choosing to end your policy from this date, we'd like to highlight that it may be difficult to insure your pet elsewhere for any pre-existing or existing medical conditions or illnesses, whether diagnosed or not, so please make sure you're able to get cover your happy with prior to doing so.

For the full list of frequently asked questions (FAQs) please visit: <https://money.asda.com/petfaqs>