Mobile Device Insurance

About Our Insurance Services

Who are we and who regulates us?

Vodafone Limited are authorised and regulated as an insurance intermediary by the Financial Conduct Authority (FCA) reference number 712210. We are registered with the FCA as Vodafone Limited and our address is Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN. We are included on the Financial Services Register and you can find further details at www.fca.org.uk/firms/financial-services-register.

What products do we offer and who from?

We offer mobile phone and connected device insurance products which are underwritten by Assurant General Insurance Limited only.

Do we provide advice or just information?

We don't provide advice about mobile phone insurance and connected device insurance products, but we will give you sufficient information relevant to your demands and needs so you can make an informed decision on whether or not to buy the product.

How are Vodafone Limited rewarded for arranging insurance products?

Vodafone Limited acts as an intermediary in helping to arrange the insurance product for you. You do not pay a fee for this. Vodafone Limited receives commission from Assurant General Insurance Ltd which is included within the premium you pay.

If you buy an insurance product from Vodafone Limited, sales agents arranging the insurance product for you may receive a financial reward.

If you buy the Insurance product, how can you make a complaint?

Vodafone Limited will always try to be fair and reasonable. If you believe we have not provided you with a satisfactory level of service, please tell us so that we can do our best to resolve this with you.

In the future, if your complaint is relating to a claim made on the insurance product or any service provided by Assurant General Insurance Limited only, please contact them on 0333 304 3346 (standard call charges apply), email Vodafone.insurance@Assurant.com or write to: Vodafone Insurance, Lifestyle Services Group Limited, PO Box 98, Blyth, NE24 9DL.

In the future, if you'd like to make a complaint about how the Insurance product was sold to you by Vodafone Limited or anything where Vodafone Limited has provided a service to you including your bill, please get in touch with Vodafone Limited directly on 191 from your Vodafone mobile or 0333 040 191 from any other phone (standard call charges apply). For an alternative way to complain, please visit www.vodafone.co.uk/help-and-information/complaints.

If you complain to Vodafone Limited and/or Assurant General Insurance Limited, and you remain dissatisfied when they have responded, you can approach the Financial Ombudsman Service for assistance. Referral to the Financial Ombudsman Service does not affect your right to take legal action. If you do not meet the eligibility criteria to use the Financial Ombudsman Services scheme, other options are available for you and you may wish to seek legal advice. If you would like further details on all of this before deciding to buy the product, please ask us and we can provide you with the product's policy document with the information. Alternatively, please visit www.vodafone.co.uk/terms-and-conditions.

Holdings and Representation

Vodafone Limited does not have a direct or indirect holding representing 10% or more of the voting rights or capital in a given insurance undertaking.

Vodafone Limited is an affiliate of Vodafone Insurance Limited which is a licensed insurance company. Both Vodafone Limited and Vodafone Insurance Limited are indirect wholly owned subsidiaries of Vodafone Group Plc.

In arranging the insurance product, Vodafone Limited will act on your behalf and not on behalf of Assurant General Insurance Limited.

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Vodafone Limited is authorised and regulated by the Financial Conduct Authority for insurance distribution activity (Financial Services Register No. 712210) Registered in England and Wales. Company Number 01471587. Registered Office: Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN.

Mobile Device Insurance, Vodafone Business Insurance and Vodafone Corporate Insurance are underwritten by Assurant General Insurance Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 202735) Registered in England and Wales. Company Number 02341082. Registered Office: Emerald Buildings, Westmere Drive, Crewe, Cheshire, CW1 6UN.

Mobile Device Insurance, Vodafone Business Insurance and Vodafone Corporate Insurance are administered by Lifestyle Services Group Limited which is authorised and regulated by the Financial Conduct Authority (Financial Services Register no. 315245) Registered in England and Wales. Company Number 05114385. Registered Office: Emerald Buildings, Westmere Drive, Crewe, Cheshire. CW1 6UN.