

# Direct Debit Form & Pre-Contract Credit Information for Household policies

(Standard European Consumer Credit Information)

Please fill in the whole form including official use box using a ball point pen and send it to:

Covéa Insurance  
Credit Control – Instalments Department  
Norman Place  
Reading RG1 8DA

**To comply with the Consumer Credit Directive and for your protection, we must assess your ability to repay a loan before allowing you to pay your insurance premium monthly.**

Please answer the following questions, your insurance agent will then advise if a loan is available.

1. Have you been refused credit by any other financial institution? Yes  No
2. Do you have any County Court Judgements (CCJ's)? Yes  No
3. Are you confident that you can afford to pay the proposed monthly instalments? Yes  No

Please note that any loan over £1,500 must be referred to our office for authorisation before signing any agreements.

**Instruction to your Bank or Building Society to pay by Direct Debit | Service User Number 941096**

Name(s) and address of the credit applicant(s) if the Direct Debit is for an account not in the name of the Policyholder (name(s) should be as it appears on the account to be debited).	Name:
	Address:
	Postcode: Daytime Tel. No:
Relationship to Policyholder:	
Payment Date: We shall confirm the date on which Debits will be taken. Please indicate the date in the month on which you would prefer the payments to be debited from your account.	Day

Bank/Building Society Account Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Branch Sort Code

<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>
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Name and full postal address of your Bank or Building Society

To The Manager	Bank/Building Society
Address	
Postcode	

**Instruction to your Bank or Building Society**

Please pay Covéa Insurance plc Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Covéa Insurance plc and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

**Banks and Building Societies may not accept Direct Debit Instructions from some types of account**

**The Direct Debit Guarantee**

The guarantee should be detached and retained by the payer



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Covéa Insurance will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Covéa Insurance to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by Covéa Insurance or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Covéa Insurance asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

## 1. Contact details

Lender	Covéa Insurance
Address	Norman Place, Reading, Berkshire RG1 8DA
Telephone number(s)	0118 925 8803
Credit Intermediary	
Address	
Customer (borrower)	
Address	

## 2. Key features of the credit product

The type of credit	Loan for financing the premium payable for _____ Insurance and any additional insurance products.
The total amount of credit This means the amount of credit to be provided under the proposed agreement or the credit limit.	£
How and when credit would be provided	Credit will be provided by us allowing you to pay for the insurance policy details of which are set out below.
The duration of the credit agreement	Your credit agreement is valid from the date the agreement is made until the last repayment has been fulfilled as defined below in the repayments section of this document.
Repayments	The total amount payable is payable by 10 instalments of £ payable on the agreed dates.
The total amount you will have to pay This means the amount you have borrowed plus interest and other costs. The proposed credit will be granted in the form of a deferred payment for goods or service.	£
Description of goods/services	Covéa Insurance Policy number
Cash price	The cash price is £

## 3. Costs of the credit

The rates of interest which apply to the credit agreement.	The interest rate is 9 % and the interest will be calculated annually and applied monthly.
Annual Percentage Rate of Charge (APR). This is the total costs expressed as an annual percentage of the total amount of credit. The APR is there to help you compare different offers.	20.8 %
Consequences of missing payments.	If you fail to make any repayment it may have serious consequences. We may take legal proceedings against you to recover what you owe which may mean you have to pay our costs. We may also cancel your insurance policy.

#### 4. Other important legal aspects

Right of withdrawal.	You have a right to withdraw from this agreement, without giving any reason. The right starts on the day your policy is incepted and lasts to the end of the 14th day starting with the day after the day on which the agreement is made [or, if later, the date we tell you it has been made]. You can tell us you want to withdraw in writing or orally by contacting our Credit Manager at the address shown on the policy booklet or on 0118 925 8803, giving details of this agreement. If you withdraw you must repay us the total amount of Credit & interest from the date we advance the credit until the date we are repaid. You must pay us without delay and, in any event, no later than 30 days after giving notice of withdrawal. You can pay us by cheque, credit or debit card. If you wish to know the amount you would have to repay please contact us on the above telephone number.
Early repayment	You have the right to repay the credit early at any time in full or in part.
Consultation with a Credit Reference Agency	We will inform you immediately and without charge if we reject the credit application on the basis of consultation of a credit reference agency and provide you with the details of the credit reference agency consulted.
Right to a draft credit agreement	You have the right to receive, on request, a copy of the draft credit agreement free of charge unless we no longer wish to proceed with your application at the time of your request.

#### 5. Additional information in the case of distance marketing of financial services

a) concerning the creditor	
Consumer Credit Licence Number	0118559
Firm Registration Number	202277
Supervising authority	The Financial Conduct Authority
b) concerning the credit agreement	
Exercise the right to cancel	You may cancel your policy with immediate effect by notifying us by telephone or post
The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit contract	English Law
The law applicable to the credit agreement and/or the competent court	This agreement will be governed by the law of the country where you are domiciled in the United Kingdom on the date of this agreement, being, England and Wales, Scotland or Northern Ireland.
Language to be used in connection with your agreement	English
c) concerning redress Access to out-of-date complaint and redress mechanism	If you have a complaint, please contact our Customer Relations team on 0844 902 1000. If we do not resolve your complaint to your satisfaction, you have a right to refer it to the Financial Ombudsman Service unless you enter into the credit agreement in the course of your business when you may have a right, by writing to them at South Quay Plaza, 183 Marsh Wall, London, E14 9SR or calling 0845 080 1800 or emailing <a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a> .

**Covéa Insurance**

Norman Place

Reading

RG1 8DA

Telephone: 0844 902 1000

Fax: 0118 955 2211

[www.coveainsurance.co.uk](http://www.coveainsurance.co.uk)