

# Schengen Emergency Medical Insurance

## DEMANDS & NEEDS STATEMENT

### 1. Who are we?

China Taiping Insurance (UK) Co Limited are an insurance company whose registered office address is: 2, Finch Lane, London EC3V 3NA (Registered in England & Wales – Company No: 1766035).

### 2. Financial Services Regulatory Status

We are included on a register maintained by the FCA which allows us to carry out insurance distribution activity, such as advising, selling and administration of insurance contracts. This part of our business, including arrangements for complaints or redress if something goes wrong, is regulated by the relevant representative body. The FCA's register can be accessed via their website at [www.fca.org.uk/register](http://www.fca.org.uk/register)

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. (Financial Services Register No: 202690)

(You can check this on the Financial Conduct Authority's Register by visiting: <https://register.fca.org.uk>) or by contacting the Financial Conduct Authority on 0845606234. Our permissions enable us to act in relation to non-investment insurance contracts).

### 3. Which products and service will we provide you with?

We are an insurance company so we only provide advice and guidance about our own products. In order to ensure that any product(s) we offer you is suitable for your requirements, we will ask you some questions to establish your insurance needs.

Whilst we are confident that the products we offer provide good quality cover, at a fair price; we are not insurance intermediaries and do not undertake a comparison with other products available in order to make a personal recommendation to you.

You therefore need to make your own decision about whether or not to proceed with our quotation, and are free to seek alternative quotations and advice separately should you choose to do so.

### 4. What will you have to pay us for this service?

There is no fee for our services, just the insurance premiums we charge, plus any relevant Insurance Premium Tax that we are required to pay.

Sometimes, there are insurance related services that require VAT to be charged by the service provider (e.g. statutory safety inspection service for lifts). These will need to be paid, including the Value Added Tax amount) and a separate VAT invoice will be issued to you accordingly to allow you to account for the VAT amount if relevant.

### 5. How we remunerate our staff

We pay our staff an annual salary that reflects their ability, responsibilities and experience. This may be supplemented by a discretionary bonus, which is dependent upon the company's results and individual performance. There is no reward nor incentive directly related to an individual policy or contract.

### 6. Governing law

The policies we issue are governed by English Law. We may, if we both agree in writing, deem a policy to be governed by a different law. However, if there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which your main residence is situated.

### 7. Our understanding of your demands & needs

Our Schengen Emergency Medical insurance is designed to meet the needs of an individual who

- is over 18 and under 80 years old
- has no pre-existing medical conditions as listed in the wording
- is not a resident of Syria, Iran, Egypt, Burma, Cuba, Democratic Republic of the Congo, North Korea, Somalia, Sudan, Zimbabwe, Belarus and Iraq

is travelling to countries included within the policy terms and who wishes to insure him/herself 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 decision.

China Taiping (UK) Ltd does not offer advice or recommend insurance. You should decide before purchasing whether the terms of this insurance policy meet your demands and needs for Schengen Emergency Medical insurance.

### Protecting your data

China Taiping Insurance (UK) Co Ltd are the data controller (as defined by the UK Data Protection Act 2018 and all applicable laws which replace or amend it, including the General Data Protection Regulation) in respect of this contract of insurance. We may obtain, collect and process your personal information for the purposes of entering into and to perform our insurance contract with you.

For full details of what data we collect about you, how we use it, who we share it with, how long we keep it and your rights relating to your personal data, please refer to our Privacy Notice which is available on our website at: <https://uk.cntaiping.com/uk-privacy/>