



GROUP LEGAL PROTECTION

THIS IS YOUR POLICY WORDING



FIRST FOR JUSTICE

YOUR POLICY SCHEDULE

Policyholder name:	Doglaw Limited
Policy number:	TT2/6865142
Agency name:	
Commencement date:	From: <input type="text"/> To: <input type="text"/>
Date of issue:	1st December 2015
Limit of indemnity:	£50,000

CLAIMS HELPLINE

0344 893 8165

YOUR COVER

THE FOLLOWING INSURED INCIDENTS ARE ONLY OPERATIVE IF MARKED BELOW AS COVERED

Legal defence	<input checked="" type="checkbox"/> Covered	<input type="checkbox"/> Not covered
Bodily injury	<input type="checkbox"/> Covered	<input checked="" type="checkbox"/> Not covered
Employment disputes	<input type="checkbox"/> Covered	<input checked="" type="checkbox"/> Not covered
Contract disputes	<input type="checkbox"/> Covered	<input checked="" type="checkbox"/> Not covered
Property protection	<input type="checkbox"/> Covered	<input checked="" type="checkbox"/> Not covered
Tax protection	<input type="checkbox"/> Covered	<input checked="" type="checkbox"/> Not covered

YOUR HELPLINE SERVICES

THE FOLLOWING SERVICES ARE ONLY OPERATIVE IF MARKED BELOW AS INCLUDED

EuroLaw legal advice helpline	0344 893 8165	<input checked="" type="checkbox"/> Included	<input type="checkbox"/> Not included
Tax advice service	0344 893 8165	<input checked="" type="checkbox"/> Included	<input type="checkbox"/> Not included
Health and medical information service	0344 893 8165	<input checked="" type="checkbox"/> Included	<input type="checkbox"/> Not included
Counselling helpline	0344 893 9012	<input checked="" type="checkbox"/> Included	<input type="checkbox"/> Not included
Helpline services (Domestic, Veterinary, Childcare & Home help)	0344 893 8165	<input type="checkbox"/> Included	<input checked="" type="checkbox"/> Not included

HELPLINE SERVICES

We provide these services 24 hours a day, seven days a week during the **period of insurance**.

All helplines apply to the United Kingdom of Great Britain and Northern Ireland unless otherwise stated. To help us check and improve our service standards, we record all calls, except those to the counselling service.

To use the Legal Advice and Group Assistance Helpline Services, **insured persons** can phone us on quoting the policy number or the name of the scheme.

0344 893 8165

The **insured person** should not phone us to report a general insurance claim.

EUROLAW LEGAL ADVICE HELPLINE

0344 893 8165

Included

Not included

We will give the **insured person** confidential legal advice over the phone on any personal legal problem under the laws of the member countries of the European Union, the Isle of Man, the Channel Islands, Switzerland and Norway.

Advice about the law in England and Wales is available 24 hours a day, seven days a week. Legal advice for the other countries is available 9am-5pm, Monday to Friday, excluding public and bank holidays. If an insured person calls outside these times, a message will be taken and a return call arranged within the operating hours.

GROUP ASSISTANCE SERVICES

TAX ADVICE SERVICE

0344 893 8165

Included

Not included

We will give the **insured person** confidential advice over the phone on personal tax matters.

Tax advice is provided by tax advisors 9am-5pm, Monday to Friday, excluding public and bank holidays. If an insured person calls outside these times, a message will be taken and a return call arranged within the operating hours.

HEALTH & MEDICAL INFORMATION SERVICE

0344 893 8165

Included

Not included

We will give the **insured person** information over the phone on general health issues, and non-diagnostic advice on medical matters. Advice can be given on allergies, the side-effects of drugs and how to improve overall health. We can provide information on what health services are available in your area, including local NHS dentists.

Health and medical information is provided by qualified nurses 9am – 5pm, Monday to Friday, excluding public and bank holidays. If an insured person calls outside these times, a message will be taken and a return call arranged within the operating hours.

COUNSELLING HELPLINE

0344 893 9012

Included

Not included

We will provide all **insured persons** with a confidential counselling service over the phone including, where appropriate, onward referral to relevant voluntary and/or professional services. The **insured person** will pay the costs for using any services we refer them to.

For the following helpline services the insured person will be responsible for paying the costs for the help.

DOMESTIC HELP

0344 893 8165

Included

Not included

We will arrange help or repairs needed if the **insured person** has a domestic emergency in their home such as a burst pipe, blocked drain, broken window or building damage.

VETERINARY HELP

0344 893 8165

Included

Not included

We can help find a vet who can offer treatment if the **insured person's** pet is ill or injured.

CHILDCARE HELP *

0344 893 8165

Included

Not included

We can help the **insured person** find a range of childcare options in their area if an unforeseen event occurs (such as illness or injury to the **insured person**) and they need to make alternative childcare arrangements.

HOME HELP *

0344 893 8165

Included

Not included

We can help the **insured person** find cleaning staff, au pairs, and housekeepers if they need assistance to run their home in a crisis (such as illness or injury to the **insured person**).

* We can provide the **insured person** with contact details for these services 24 hours a day seven days a week, but most of them only work during standard office hours. Outside of these times, we will contact them for the **insured person** the next working day and call the **insured person** back.

We will not accept responsibility if the helpline services are unavailable for reasons we cannot control.

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WELCOME TO GROUP LEGAL PROTECTION

As a **DAS** policyholder, your group members are now protected by Europe's leading legal expenses insurer. If they want to call **our** helpline service **we** are here to help them 24 hours a day, 365 days a year. DAS Legal Expenses Insurance Company Limited ('**DAS**') is the underwriter and provides the legal protection insurance under your policy. The legal advice service is provided by DAS Law Limited and/or a law firm, **we** have chosen, on behalf of **DAS**.

To make sure that you get the most from your **DAS** cover, please take time to read the policy which explains the contract between you and **us**. If you have any questions or would like more information, please contact your insurance adviser or **us** if you have bought the policy direct from **us**.

It will help if you keep the following points in mind:

HOW WE CAN HELP

To make a claim under this policy, the **insured person** can phone **us** on **0344 893 8165**

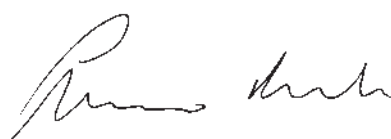
We will ask the **insured person** about their legal dispute and if necessary call them back at an agreed time to give them legal advice. If their dispute needs to be dealt with as a claim under this policy, **we** will give them a claim reference number. At this point **we** will not be able to tell the **insured person** whether they are covered but **we** will pass the information they have given **us** to **our** claims handling teams and explain what to do next.

If the **insured person** prefers to report their claim in writing, they can send it to **our** Claims Department at the following address: **Claims Department | DAS Legal Expenses Insurance Company Limited | DAS House | Quay Side | Temple Back | Bristol | BS1 6NH**

Or the **insured person** can email their claim to **us** at newclaims@das.co.uk

WHEN WE CANNOT HELP

We will not be able to help if **we** think there is little chance of winning the case. **Insured persons** should not ask for help from a solicitor or accountant before **we** have agreed. If they do, **we** will not pay the costs involved.



Andrew Burke
Chief Executive Officer, DAS Group

Our Head and Registered Office:

DAS Legal Expenses Insurance Company Limited | DAS House | Quay Side | Temple Back | Bristol | BS1 6NH

Registered in England and Wales, number 103274 | Website: www.das.co.uk

DAS Legal Expenses Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Financial Services Compensation Scheme:

We are covered by the Financial Services Compensation Scheme (**FSCS**). Compensation from the scheme may be claimed if **we** cannot meet **our** obligations. This will be dependent on the type of business and the circumstances of the claim. More information on the compensation scheme arrangements can be found on the FSCS website, www.fscs.org.uk

DAS Law Limited Head and Registered Office:

DAS Law Limited | North Quay | Temple Back | Bristol | BS1 6FL

Registered in England and Wales, number 5417859 | Website: www.daslaw.co.uk

DAS Law Limited is authorised and regulated by the Solicitors Regulation Authority (registered number 423113).

THIS IS YOUR GROUP LEGAL PROTECTION POLICY

- 1 This policy, the policy schedule and any endorsement shall be considered as one document. The proposal or any information supplied by **the policyholder** shall be incorporated in the contract.
- 2 This policy will cover the **insured person**. **We** agree to provide the insurance in this policy in accordance with the operative covers shown in the policy schedule on page 2 of this policy document as long as:
 - (a) the premium has been paid; and
 - (b) the **date of occurrence** of the insured incident happens during the **period of insurance** and within the **countries covered**; and
 - (c) any legal proceedings will be dealt with by a court, or other body which **we** agree to, in the **countries covered**; and
 - (d) for civil claims it is always more likely than not that the **insured person** will recover damages (or other legal remedy which **we** have agreed to) or make a successful defence.
- 3 For all insured incidents, **we** will help in appealing or defending an appeal as long as the **insured person** tells **us** within the time limits allowed that they want **us** to appeal. Before **we** pay the **costs and expenses** for appeals, **we** must agree that it is always more likely than not that the appeal will be successful.
- 4 If an **appointed representative** is used, **we** will pay the **costs and expenses** incurred for this.
- 5 The most **we** will pay for all claims resulting from one or more event arising at the same time or from the same originating cause is shown as the limit of indemnity in the policy schedule (refer to page 2 of this policy document).

THE MEANING OF WORDS IN THIS POLICY

appointed representative	The lawyer, accountant or other suitably qualified person, who has been appointed to act for the insured person in accordance with the terms of this policy.
aspect enquiry	An examination by HM Revenue & Customs which considers one or more specific aspects of the insured person's self assessment tax return.
costs and expenses	<p>(a) Legal costs All reasonable and necessary costs chargeable by the appointed representative on a standard basis. Also the costs incurred by opponents in civil cases if the insured person has been ordered to pay them, or pays them with our agreement.</p> <p>(b) Accountant's costs A reasonable amount in respect of all costs reasonably incurred by the appointed representative.</p> <p>(c) Attendance expenses The insured person's salary or wages for the time that the insured person is off work to attend jury service. We will pay for each half or whole day that the court or the insured person's employer will not pay for. The amount we will pay is based on the following:</p> <ul style="list-style-type: none">■ the time the insured person is off work including the time it takes to travel to and from the hearing. This will be calculated to the nearest half day assuming that a whole day is eight hours;■ if the insured person works full time, the salary or wages for each whole day equals 1/250th of the insured person's yearly salary or wages;■ if the insured person works part-time, the salary or wages will be a proportion of the insured person's weekly salary or wages.
countries covered	<p>For insured incidents Legal defence, Employment disputes, Property protection and Tax protection if covered by the policy: The United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands.</p> <p>For insured incidents Bodily injury and Contract disputes if covered by the policy: The European Union, the Isle of Man, the Channel Islands, Albania, Andorra, Bosnia Herzegovina, Gibraltar, Iceland, Liechtenstein, Macedonia, Monaco, Montenegro, Norway, San Marino, Serbia, Switzerland and Turkey.</p>
date of occurrence	<p>(a) For civil cases, the date of occurrence is the date of the event which may lead to a claim. If there is more than one event arising at the same time or from the same originating cause, the date of occurrence is the date of the first of these events.</p> <p>(b) For criminal cases, the date of occurrence is when the insured person began or is alleged to have begun to break the criminal law in question.</p> <p>(c) For full enquiries or aspect enquiries, the date of occurrence is when HM Revenue & Customs first notifies in writing the intention to make enquiries.</p> <p>(d) For the start of a consultation process which could result in the issue of a Remediation Notice under The Environment Act 1995, the date of occurrence is when the local authority first notifies in writing their intention to commence the consultation.</p>

full enquiry	An extensive examination by HM Revenue & Customs which considers all aspects of the insured person's tax affairs excluding those enquiries which are limited to one or more specific aspects of the insured person's self assessment tax return.
insured person	<p>For insured incidents Legal defence, Employment disputes and Tax protection if covered by the policy: The employees or members of the policyholder declared to us.</p> <p>For insured incidents Bodily injury, Contract disputes and Property protection if covered by the policy: The employees or members of the policyholder declared to us and members of their family who always live with them. Anyone claiming under this policy must have the agreement of the employee or member of the policyholder in order to claim.</p>
period of insurance	The period for which we have agreed to cover the insured person .
the policyholder	As shown in the policy schedule.
we, us, our, DAS	DAS Legal Expenses Insurance Company Limited.

INSURED INCIDENTS

What is covered	What is not covered Please also refer to the policy exclusions on page 13
<div style="display: flex; justify-content: space-between; align-items: center;"> <div data-bbox="124 427 373 465"> <h2>LEGAL DEFENCE</h2> </div> <div data-bbox="836 427 995 465"> <input checked="" type="checkbox"/> Covered </div> <div data-bbox="1074 427 1272 465"> <input type="checkbox"/> Not covered </div> </div>	
<p>1 We will defend the insured person's legal rights if an event arising from the insured person's appointment by, employment by, or membership of the policyholder leads to:</p> <ul style="list-style-type: none"> (a) the insured person being prosecuted in a court of criminal jurisdiction; or (b) civil action being taken against the insured person under legislation for unlawful discrimination on the grounds of sex, race, disability, age, religious belief or political opinion; or (c) civil action being taken against the insured person or the serving of a Statutory Notice on the insured person under legislation for Health and Safety at Work; or (d) civil action being taken against the insured person as a trustee of a pension fund set up for the benefit of their employer's employees; or (e) civil action being taken against the insured person under section 13 of the Data Protection Act 1998. We will also pay an award of compensation made against the insured person under section 13 of the Data Protection Act 1998 provided that registration has been approved by the Information Commissioner; or (f) a disciplinary hearing being brought against the insured person by a regulatory authority or professional body. <p>2 We will defend the insured person's legal rights following an event which leads to the prosecution of the insured person for an offence connected with the use or driving of a motor vehicle.</p> <p>3 We will pay the attendance expenses of an insured person for jury service.</p> <p>Provided that: <i>In so far as proceedings under the Health and Safety at Work etc Act 1974 are concerned, the countries covered shall be any place where the Act applies.</i></p>	<p>1 Parking offences.</p> <p>2 The driving of a motor vehicle by the insured person for which the insured person does not have valid motor insurance.</p>

What is covered	What is not covered Please also refer to the policy exclusions on page 13
BODILY INJURY <input type="checkbox"/> Covered <input checked="" type="checkbox"/> Not covered	
<p>We will negotiate for the insured person's legal rights after an event which causes the death of, or bodily injury to, the insured person.</p>	<p>Any claim relating to:</p> <ul style="list-style-type: none"> (1) illness or bodily injury, which happens gradually or is not caused by a specific or sudden accident; or (2) psychological injury or mental illness unless the condition follows a specific or sudden accident that has caused physical bodily injury to the insured person; or (3) defending the insured person's legal rights but defending a counter-claim is covered; or (4) the driving of a motor vehicle by the insured person for which the insured person does not have valid motor insurance.
EMPLOYMENT DISPUTES <input type="checkbox"/> Covered <input checked="" type="checkbox"/> Not covered	
<p>We will negotiate for the insured person's legal rights in a dispute arising from a contract of employment entered into by the insured person, excluding any claim relating to personal injury.</p>	
CONTRACT DISPUTES <input type="checkbox"/> Covered <input checked="" type="checkbox"/> Not covered	
<p>We will negotiate for the following:</p> <ul style="list-style-type: none"> 1 The insured person's legal rights in a contractual dispute arising from an agreement or an alleged agreement which the insured person has entered into for: <ul style="list-style-type: none"> (a) the buying or hiring of goods or services, or (b) the selling of any goods; and/or 2 the insured person's legal rights in a contractual dispute or for misrepresentation arising from an agreement or alleged agreement which the insured person has entered into for the buying or selling of their principal home. <p>Provided that</p> <ul style="list-style-type: none"> (1) The insured person has entered into the agreement or the alleged agreement during the period of insurance. (2) The amount in dispute must be more than £250. (3) If the amount in dispute is more than £5,000, the insured person will be responsible for the first £500 of legal costs in each and every claim. 	<p>Any claim relating to the following:</p> <ul style="list-style-type: none"> (1) a contract regarding the insured person's profession, business or employment; (2) a lease of less than eight years, or a licence or tenancy of land or buildings. However, we will cover a dispute with a professional adviser in connection with the drafting of a lease, licence or tenancy agreement; (3) construction work on any land, or designing, converting or extending any building; (4) a contract involving a motor vehicle; (5) the settlement payable under an insurance policy.

What is covered

What is not covered

Please also refer to the policy exclusions on page 13

PROPERTY PROTECTION

Covered

Not covered

We will negotiate for the **insured person's** legal rights in any civil action relating to material property (including the **insured person's** principal home) which is owned by the **insured person**, or for which the **insured person** is responsible, following:

- 1 an event which causes physical damage to such material property, provided that the amount in dispute is more than £100; or
- 2 any nuisance or trespass provided that the **insured person** is responsible for the first £250 of every claim; or
- 3 the start of a consultation process which could result in the issue of a Remediation Notice under the Environment Act 1995 due to the **insured person's** home being on contaminated land.

- (1) Any claim relating to the following:
 - (a) a contract entered into by the **insured person**;
 - (b) any building or land other than the **insured person's** principal home;
 - (c) someone legally taking the **insured person's** principal home from them, whether they are offered money or not, or restrictions or controls placed on the **insured person's** principal home by any government or public or local authority unless the claim is for accidental physical damage;
 - (d) work done by any government or public or local authority unless the claim is for accidental physical damage;
 - (e) a motor vehicle owned or used by, or hired or leased to the **insured person**;
 - (f) mining subsidence.
- (2) defending the **insured person's** legal rights other than in defending a counter-claim.

TAX PROTECTION

Covered

Not covered

We will negotiate on behalf of the **insured person** and represent them in any appeal proceedings in respect of a **full enquiry** and/or **aspect enquiry** by HM Revenue & Customs into the **insured person's** personal tax affairs if the **full enquiry** or **aspect enquiry** resulted from the **insured person's** work as an employee.

Provided that:

We will not pay more than £1,000 for *aspect enquiries*.

- (1) In respect of **aspect enquiries** the first £100 of **costs and expenses** in each and every claim.
- (2) Any insured incident arising from any investigation or enquiries into alleged dishonesty or alleged criminal offences.

POLICY EXCLUSIONS

We will not pay for the following:

- 1 A claim where the **insured person** has failed to notify **us** of the insured incident within a reasonable time of it happening and where this failure adversely affects the prospect of successfully recovering damages (or getting any other legal remedy that **we** have agreed to) or of making a successful defence.
- 2 An incident or matter arising before the start of this policy.
- 3 **Costs and expenses** incurred before **our** written acceptance of a claim.
- 4 Fines, penalties, compensation or damages which the **insured person** is ordered to pay by a court or other authority.
- 5 A claim intentionally brought about by the **insured person**.
- 6 A claim relating to written or verbal remarks which damage the **insured person's** reputation.
- 7 A dispute with **us** not otherwise dealt with under Condition 8.
- 8 An application for judicial review.
- 9 A legal action that the **insured person** takes which **we** or the **appointed representative** have not agreed to or where the **insured person** does anything that hinders **us** or the **appointed representative**.
- 10 Any claim caused by, contributed to by or arising from:
 - ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel;
 - the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it;
 - war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, military force or coup, or any other act of terrorism or alleged act of terrorism defined in the Terrorism Act 2000;
 - pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.
- 11 Any claim directly or indirectly caused by or resulting from any device failing to recognise, interpret, or process any date as its true calendar date.
- 12 Apart from **us**, the **insured person** is the only person who may enforce all or any part of this policy and the rights and interests arising from or connected with it. This means that the Contracts (Rights of Third Parties) Act 1999 does not apply to this policy in relation to any third party rights or interest.
- 13 Any claim where an **insured person** is not represented by a law firm, barrister or tax expert.

POLICY CONDITIONS

- 1 **The policyholder** must:
 - (a) keep to the terms and conditions of this policy;
 - (b) notify **us** immediately of any alteration which may materially affect **our** assessment of the risk.
- 2 The **insured person** must:
 - (a) keep to the terms and conditions of this policy;
 - (b) take reasonable steps to keep any amount **we** have to pay as low as possible;
 - (c) try to prevent anything happening that may cause a claim;
 - (d) send everything **we** ask for, in writing;
 - (e) give **us** full details of any claim as soon as possible and give **us** any information **we** need.
- 3
 - (a) **We** can take over and conduct in the name of the **insured person**, any claim or legal proceedings at any time. **We** can negotiate any claim on behalf of the **insured person**.
 - (b) The **insured person** is free to choose an **appointed representative** (by sending **us** a suitably qualified person's name and address) if:
 - (i) **we** agree to start legal proceedings and it becomes necessary for a lawyer to represent the interests of the **insured person** in those proceedings; or
 - (ii) there is a conflict of interest.
 - (c) In all circumstances except those in 3(b) above, **we** are free to choose an **appointed representative**.
 - (d) An **appointed representative** will be appointed by **us** to represent the **insured person** according to **our** standard terms of appointment, which may include a 'no-win, no-fee' agreement. The **appointed representative** must co-operate fully with **us** at all times.
 - (e) **We** will have direct contact with the **appointed representative**.
 - (f) The **insured person** must co-operate fully with **us** and the **appointed representative** and must keep **us** up-to-date with the progress of the claim.
 - (g) The **insured person** must give the **appointed representative** any instructions that **we** ask for.
- 4
 - (a) The **insured person** must tell **us** if anyone offers to settle a claim.
 - (b) If the **insured person** does not accept a reasonable offer to settle a claim, **we** may refuse to pay further **costs and expenses**.
 - (c) The **insured person** must not negotiate or agree to settle a claim without **our** approval.
 - (d) **We** may decide to pay the **insured person** the amount of damages that the **insured person** is claiming or is being claimed against them instead of starting or continuing legal proceedings.
- 5
 - (a) The **insured person** must tell the **appointed representative** to have **costs and expenses** taxed, assessed or audited, if **we** ask for this.
 - (b) The **insured person** must take every step to recover **costs and expenses** that **we** have to pay and must pay **us** any **costs and expenses** that are recovered.

- 6 If an **appointed representative** refuses to continue acting for the **insured person** with good reason, or if the **insured person** dismisses an **appointed representative** without good reason, the cover **we** provide will end at once, unless **we** agree to appoint another **appointed representative**.
 - 7 If the **insured person** settles a claim or withdraws their claim without **our** agreement, or does not give suitable instructions to an **appointed representative**, the cover **we** provide will end at once and **we** will be entitled to re-claim any **costs and expenses** paid by **us**.
 - 8 If there is a disagreement between the **insured person** and **us** about the handling of the claim and it is not resolved through **our** internal complaints procedure, the **insured person** can contact the Financial Ombudsman Service for help. Details available from www.financial-ombudsman.org.uk. Alternatively there is a separate arbitration process. The arbitrator will be a barrister chosen jointly by the **insured person** and **us**. If there is a disagreement over the choice of arbitrator, **we** will ask the Chartered Institute of Arbitrators to decide.
 - 9 **We** may require the **insured person** to get, at their own expense, an opinion from an expert, that **we** consider appropriate, in the merits of the claim or proceedings, or on a legal principle. The expert must be approved in advance by **us** and the cost agreed in writing between the **insured person** and **us**. Subject to this **we** will pay the cost of getting opinion if the expert's opinion indicates that it is more likely than not that the **insured person** will recover damages (or obtain any other legal remedy that **we** have agreed to) or make a successful defence.
 - 10 **We** can cancel this policy at any time as long as **we** tell **the policyholder** at least 14 days beforehand. **The policyholder** can cancel this policy at any time as long as **we** are told at least 14 days beforehand.
 - 11 **We** will, at **our** discretion, void the policy (make it invalid) from its start date or from the date of claim, or alleged claim, or **we** will not pay the claim if:
 - (a) a claim the **insured person** has made to obtain benefit under this policy is fraudulent or intentionally exaggerated, or
 - (b) a false declaration or statement is made in support of a claim.
- Where the above circumstances apply, as part of **our** fraud prevention measures **we** will, at **our** discretion, also share information with other parties such as the police, government bodies and anti-fraud organisations.
- 12 **We** will not pay any claim covered under any other policy, or any claim that would have been covered by any other policy if this policy did not exist.
 - 13 This policy will be governed by English law.
 - 14 All Acts of Parliament within the policy wording shall include equivalent legislation in Scotland, Northern Ireland, the Isle of Man or the Channel Islands as the case may be.

HOW TO MAKE A COMPLAINT

We always aim to give you a high quality service. If you think **we** have let you down, please write to **our** Customer Relations Department at **our DAS** Head Office address – please see page 6.

Or you can phone **us** on **0344 893 9013** or email **us** at customerrelations@das.co.uk

Details of **our** internal complaint-handling procedures are available on request.

If you are still not satisfied, you can contact the Insurance Division of the Financial Ombudsman Service at:
Exchange Tower | London | E14 9SR

You can also contact them on: **0800 023 4567** (free from a landline), **0300 123 9123** (free from some mobile phones) or email them at complaint.info@financial-ombudsman.org.uk Website: www.financial-ombudsman.org.uk

Your complaint may be more suitably handled by a comparable complaints scheme, the Legal Ombudsman Service. You can contact the Legal Ombudsman Service at: **PO Box 6806 | Wolverhampton | WV1 9WJ**

You can also contact them by telephone on **0300 555 0333** or email them at enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

Using these services does not affect your right to take legal action.

DATA PROTECTION

To provide and administer the legal advice service and legal expenses insurance **we** must process the personal data (including sensitive personal data) that **we** collect from **the policyholder** and the **insured person** in accordance with **our** Privacy Policy.

To do so, **we** may need to send this information to other parties, such as lawyers or other experts, the court, insurance intermediaries, insurance companies, appointed service providers or members of the DAS UK Group. To give the **insured person** legal advice, **we** may have to send information outside the European Economic Area.

In doing this, **we** will comply with the Data Protection Act 1998. Unless required by law or by a professional body, **we** will not disclose personal data about **the policyholder** or an **insured person** to any other person or organisation without written consent.

For any questions or comments, or requests to see a copy of the information **we** hold, please write to the Group Data Protection Controller at **our DAS** Head Office address – please see page 6.

YOUR IMPORTANT INFORMATION

CLAIMS HELPLINE

0344 893 8165

Call when you need to make a claim

YOUR HELPLINE SERVICES

EUROLAW LEGAL ADVICE HELPLINE

0344 893 8165

Included Not included

Call when you require legal advice

TAX ADVICE SERVICE

0344 893 8165

Included Not included

Call when you require tax advice

HEALTH AND MEDICAL INFORMATION SERVICE

0344 893 8165

Included Not included

Call when you require the health and medical information service

COUNSELLING HELPLINE

0344 893 9012

Included Not included

Call for confidential counselling

HELPLINE SERVICES (Domestic , Veterinary, Childcare & Home help)

0344 893 8165

Included Not included

Call for the helpline services