

## **NOTICE TO POLICY HOLDERS – Sampo Canopus My Home Policy**

**We are writing to let you know about changes to your policy.**

With effect from 9<sup>th</sup> March 2018 Sampo Canopus changed its brand name to “Canopus”. The following amendments have been made to **your** policy documents:

Reference to the brand name of “Sampo Canopus” or “Sampo Canopus” logos contained in **your** policy is replaced by “Canopus”

This does not affect **your** insurance in any way and **your** Insurance cover will continue to be underwritten as before by:

Lloyd’s Syndicate 4444 managed by Canopus Managing Agents Limited.  
KGM Underwriting Services Limited is an appointed representative of Canopus Managing Agents Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Firm Reference Number 204847.  
Canopus Managing Agents Limited is registered in England & Wales number 01514453. Registered office: Gallery 9, One Lime Street, London, EC3M 7HA.

**With effect from 25<sup>th</sup> May 2018 The Data protection Notice is deleted and replaced by the following:**

### **Data Protection Notice**

**Your Insurers** are the data controller (as defined by the Data Protection Act 1998 and all applicable laws which replace or amend it, including the General Data Protection Regulation) who may collect and process **Your** personal information.

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 will be available on **Our** website during May 2018 [www.canopus.com](http://www.canopus.com).

If **You** do not have access to the Internet, please write to the Group Data Protection Officer (address below) with **Your** address and a copy will be sent to **You** in the post.

In Summary:

To enable **Us** to take the necessary steps to enter into a contract with **You** to provide the appropriate insurance products and services, **Your Insurers** may collect the following personal information about **You**, including:

Name, date of birth, address, other contact details, occupation, financial information such as bank details, details of insured items or cover required including the location of those items where applicable, details of additional people who **you** are including on the proposal or policy, claims history excluding details of personal injuries or medical conditions

**We** may also collect the following sensitive personal information about **You** and additional people who **You** are including on the proposal or policy, where the provision of this type of insurance is in the substantial public interest:

Medical details, criminal convictions and County Court Judgments, claims history including details of personal injuries or medical conditions

**Your Insurers** collect and process **Your** personal information for the purpose of insurance and claims administration.

All phone calls may be monitored and recorded and the recordings used for fraud prevention and detection, training and quality control purposes.

**Your** personal information may be shared with third parties which supply services to **Us** or which process information on **Our** behalf (for example, premium collection, claims validation or for communication purposes related to **Your** cover). **We** will ensure that third parties keep **your** information secure and do not use it for purposes other than those that **We** have specified in the [Privacy Notice](#).

Some third parties that process **Your** data on **Our** behalf may do so outside of the European Economic Area (“EEA”). This transfer and processing is protected by EU Model Contracts which aim to provide the equivalent level of data protection to that found in the EU.

**We** will keep **Your** personal information only for as long as **We** believe is necessary to fulfil the purposes for which the personal information was collected (including for the purpose of meeting any legal obligations).

**We** will share **your** information if **We** are required to by law. **We** may share **Your** information to enforcement authorities if they ask **us** to, or to a third party in the context of actual or threatened legal proceedings, provided **We** can do so without breaching data protection laws.

If You have any concerns about how **Your** personal data is being collected and processed, or wish to exercise any of **Your** rights detailed in the [Privacy Notice](#), please contact;

**Group Data Protection Officer**  
**Canopus Managing Agents Limited**  
**Gallery 9**  
**One Lime Street**  
**London EC3M 7HA**  
**UK**  
[privacy@canopus.com](mailto:privacy@canopus.com)  
**T + 44 20 7337 3700**

The Complaints Procedure now reads as follows:

### **OUR SERVICE COMMITMENT TO YOU**

**Our** aim is to ensure that all aspects of **your** insurance are dealt with promptly, efficiently and fairly. At all times they are committed to providing **you** with the highest standard of service.

In the first instance, if your complaint refers to the handling of a claim **you** have submitted under **your** policy please contact;

**Davies Group  
PO Box 2801  
Stoke on Trent  
ST4 9DN  
Tel: 0303 366 9000**

For all other complaints, please contact:

**KGM Underwriting Services Limited  
Household Dept  
2, Birch Court  
Blackpole East  
Worcester  
WR8 8SG  
Tel: 0333 7773086  
E Mail: [broker.services@kgmus.co.uk](mailto:broker.services@kgmus.co.uk)**

Should **you** remain dissatisfied with the response that **you** receive, **you** may if **you** wish, refer **your** complaint to Lloyd's. Lloyd's will investigate the matter and provide a final response. Lloyd's contact details are as follows:

**Complaints  
Lloyd's  
One Lime Street  
London EC3M 7HA  
Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)  
Telephone: +44 (0)20 7327 5693  
Fax: +44 (0)20 7327 5225  
Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)**

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint – How We Can Help" available at [www.lloyds.com/complaints](http://www.lloyds.com/complaints) and are also available from the above address.

If **you** remain dissatisfied after Lloyd's has considered **your** complaint, **you** may have the right to refer **your** complaint to the Financial Ombudsman Service (FOS). The contact details for the FOS are: The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone 0800 023 4567 (calls to this number are free from "fixed lines" in the UK) or 0300 123 9123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK). Email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk). The FOS is an independent service in the UK for

settling disputes between consumers and businesses providing financial services. You can find more information on the FOS at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

If **you** have purchased **your** policy online, **you** can also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is:  
**<http://ec.europa.eu/consumers/odr/>**.

This does not affect **Your** right to submit **Your** complaint following the process above. Please note that under current rules the European Commission will ultimately redirect your complaint to the Financial Ombudsman Service detailed above.

**Your Insurance Adviser will continue to be your primary contact, should You have any questions about your policy or you need to make any changes, including changes in cover or cancellations you should contact them. All other contact information in regards to making a claim, complaint or requesting a cancellation are contained within your policy document or amendments above.**