

## Financing Your Insurance Premium

We are writing to notify you that we will be using Premium Credit Limited (**Premium Credit**) (a lender) on an exclusive basis to finance your monthly insurance premiums.

Where we introduce you to Premium Credit, we will be acting as a credit broker (not a lender) and may receive a commission for this introduction.

### **IMPORTANT NOTICE: Transfer of your Data for your Pet Insurance**

Please note that if you wish to pay your insurance premium in instalments and are accepted by Premium Credit, Premium Credit shall act as your finance provider. In order for Premium Credit to carry out this role and provide credit service to you, we will need to transfer your information (including your personal data) to them.

The information we will transfer will include:

- Name
- Address and postcode
- Date of birth
- Email address (where applicable)
- Full bank account details – bank account number, sort code and account name. These will be used by Premium Credit to set up a Direct Debit Instruction to collect your monthly repayments as explained in more detail below

A copy of **our privacy notice** can be found at <https://www.lifetimepetcover.co.uk/privacy-policy/>. This includes important information relating to the transfer of your data to Premium Credit.

In addition, please find attached a copy of **Premium Credit's privacy notice**.

Premium Credit will act as a separate data controller of your personal data once your information is transferred to them. Credit is subject to status and Premium Credit may use one or more credit reference agencies to perform credit and identity checks on you. It is important that you read the Premium Credit privacy notice which includes information about how Premium Credit will use your information including the credit and identity checks they perform on you with credit reference agencies and the footprints these leave on your credit files which are seen by other lenders.

**Auto-renewal:** By paying for your insurance in monthly instalments, you have signed up for auto-renewal. Please read the 'Important notice' above and the privacy notices – these contain important information relating to who your personal and other data will be shared with and how it will be used. In addition, your bank account details will be shared with Premium Credit as part of your request for finance and Premium Credit will use these details to set up a new Direct Debit Instruction and collect repayments by Direct Debit. The full benefits of the Direct Debit Guarantee (see below for further details) will be available. **If you wish to opt out of auto-renewal, please contact us.**



**If your application for credit is accepted by Premium Credit:**

- You will receive a welcome pack which includes a Credit Agreement between you and Premium Credit which you will need to sign online or by paper and return to Premium Credit. Failure to return the Credit Agreement within the required timescale as stated in their welcome pack will result in an administration fee of £25.00, charged by Premium Credit Ltd. **Please note that Premium Credit has its own set of terms and conditions and charges and you should familiarise yourself with these by reading the Premium Credit documentation carefully.**
- Premium Credit will separately confirm to you the exact date of your first repayment in writing. You have the right to withdraw from the Credit Agreement within 14 days and details of such cancellation rights will be contained within the documentation issued by Premium Credit.
- Please also note that from this date you will have a new customer reference that Premium Credit will confirm to you in their welcome pack.
- You will continue to enjoy the full benefits of the Direct Debit Guarantee as detailed below.
- Lifetime Pet Cover or your insurer has the right to cancel your policy should you default on your repayments. Please note that if you cancel your Credit Agreement this does not cancel your insurance policy and you will remain liable for any unpaid premium. You must contact us should you require your insurance policy cancelled or if you wish to make an alternative payment arrangement.
- If as the result of any adjustment to your insurance policy, there is an additional or return premium due, your remaining repayments will automatically be adjusted, and Premium Credit will tell you about this.

**The Direct Debit Guarantee**

- 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 Premium Credit Ltd will notify you five working days in advance of your account being debited or as otherwise agreed. If you request Premium Credit Ltd 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 Premium Credit Ltd 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 Premium Credit Ltd 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 Premium Credit Ltd.

