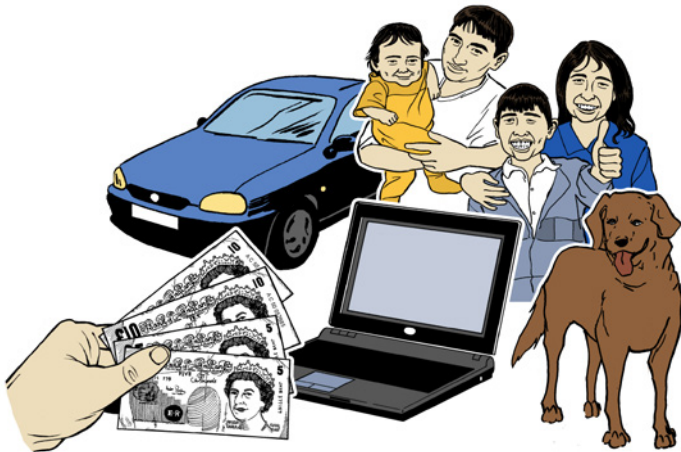


What is insurance?

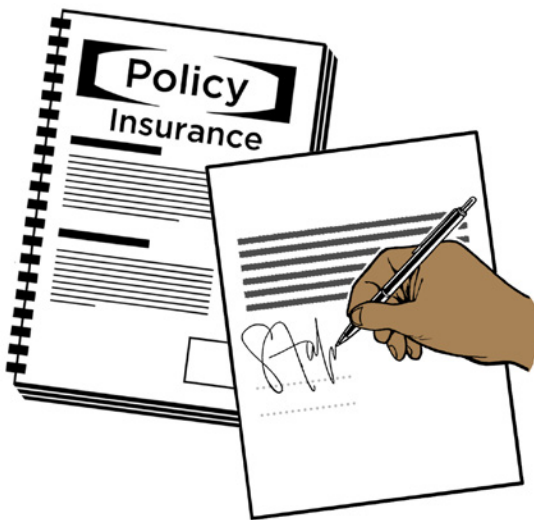
Easy read



What is insurance for?



Insurance is something you buy to protect you, your family, pets, your home or the things you own so you don't lose money.

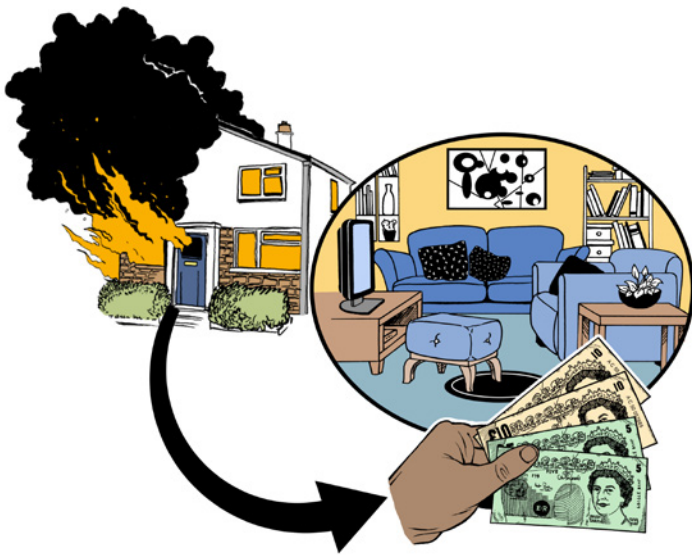


Insurance is a kind of contract you sign up to with an insurance company.

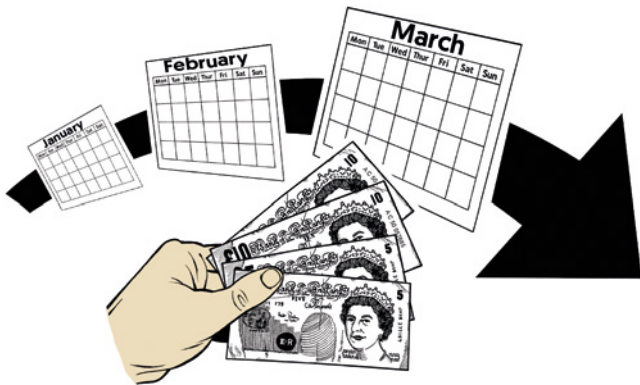
This contract is called a policy.



In this contract the insurance company promises to help you if anything bad happens to things you insure.

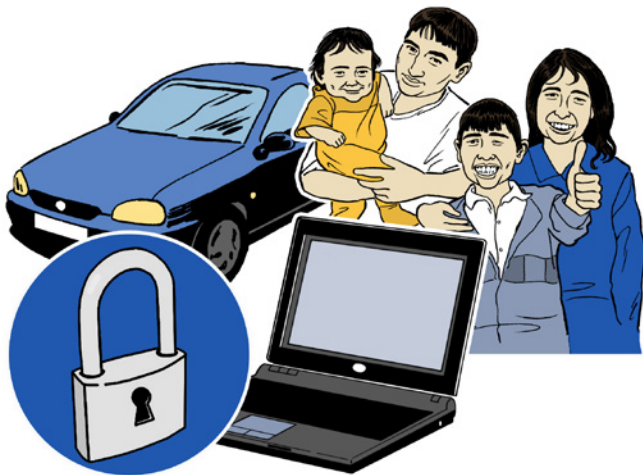


For example this could be paying to fix or replace your items if there is a fire in your home.

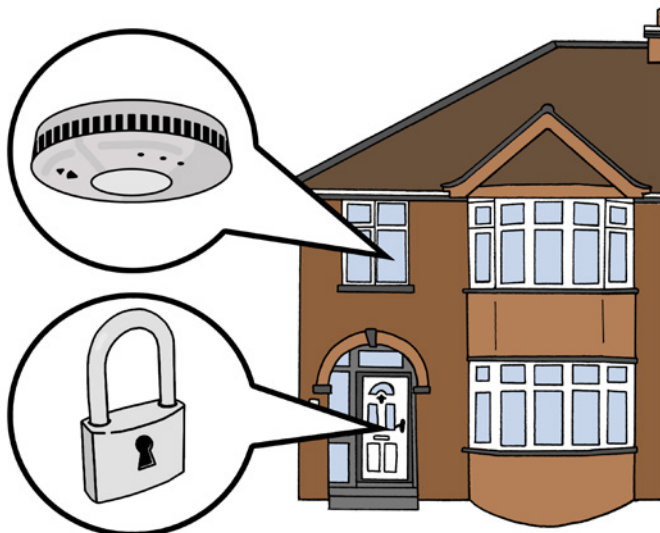


You pay a certain amount of money at regular times, like every month or every year.

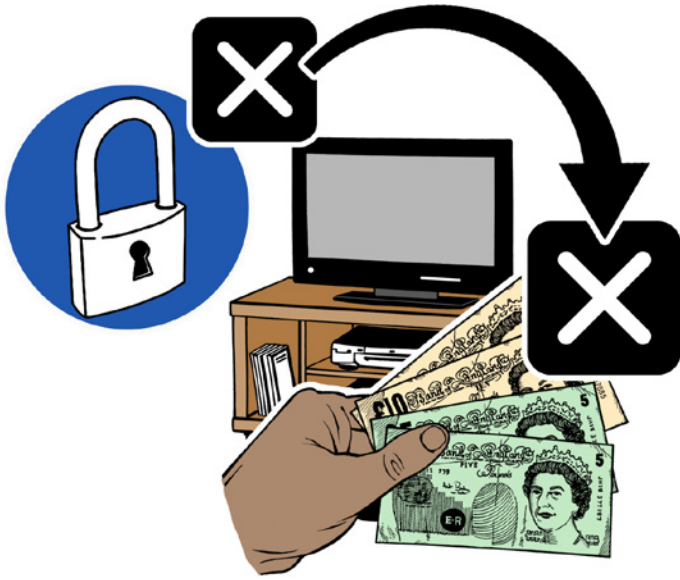
This is called a premium.



In this contract you promise to be careful and keep the things in your insurance contract safe.



For example, if you are getting insurance for your home, then you need to make sure you lock your doors when you leave the house or go to sleep, or that you have a smoke alarm.



If you do not keep items safe, then the insurance company will not help you if something bad happens to these.



For example, if you do not lock your door and you get broken into, then the insurance company may not pay to fix or replace the stolen things.

How do I look for insurance?



Before you look at getting insurance you should check that you do not already have it with your bank.



Some banks offer phone or travel insurance with your bank account.



Shop around - you should always look at prices from a few different insurance companies so you can get the best price to protect the things you own.



You can do this online using a comparison website.

These are websites where you put your details in and they show prices from different insurance companies so you can compare them.



You can also shop around by ringing different insurance companies to find the best price.



If you would like some more help to find the right insurance, you can pay a financial adviser.

Their job is to give you advice. You may have to pay for this.

How do I get insurance?



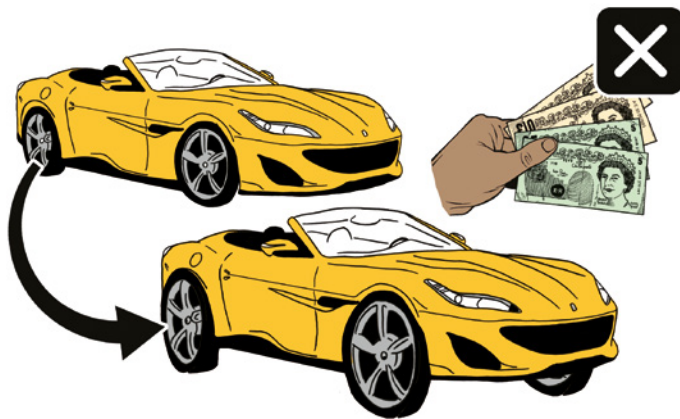
Once you decide which company you want to buy your insurance from you can fill in an application form online or you can call them.



You will need to give them information about you and about the type of insurance you want.



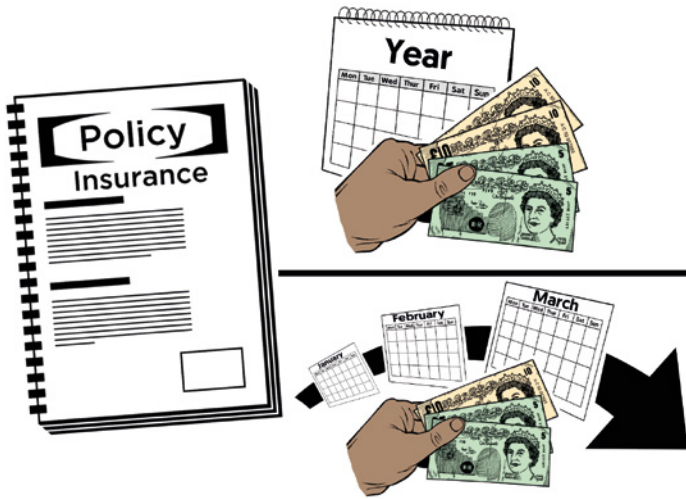
You must tell the truth as you may not get paid any money if the information you give them is not right or if you do not tell them everything they ask you.



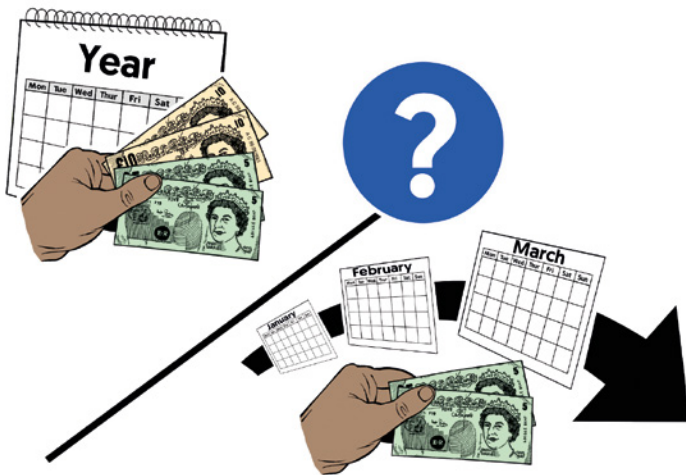
For example, your car insurance company may not pay you for your car to be fixed after an accident if you had put bigger wheels on your car without telling them.



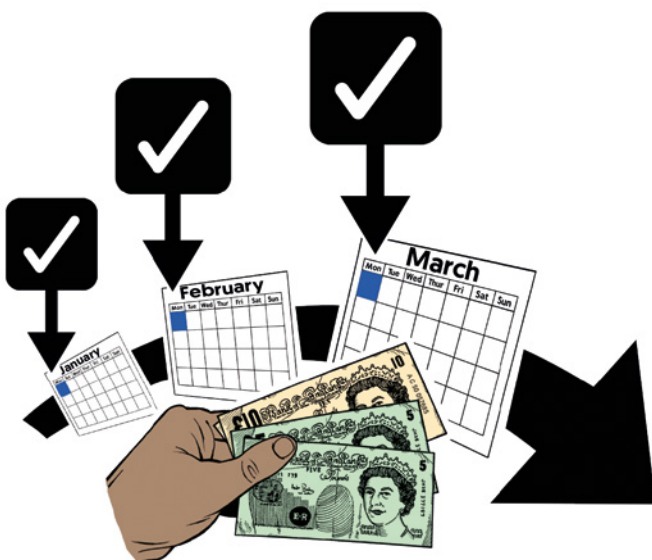
Once your insurance is set up, you get a certain amount of time to change your mind and cancel it if you want to.



You can pay for your insurance once for the whole year, or smaller payments every month.



Sometimes it is cheaper to pay for the whole year in one go than pay every month. You should check this.



If you pay every month, you need to make sure you pay on time. If not, your insurance may be stopped.

Renewing your insurance

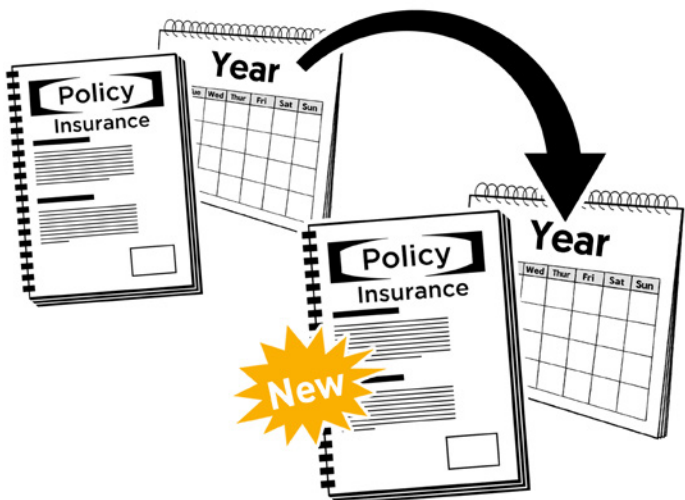


After 12 months your insurance company will let you know that it is time to get your insurance for the next 12 months.

This is called a renewal.

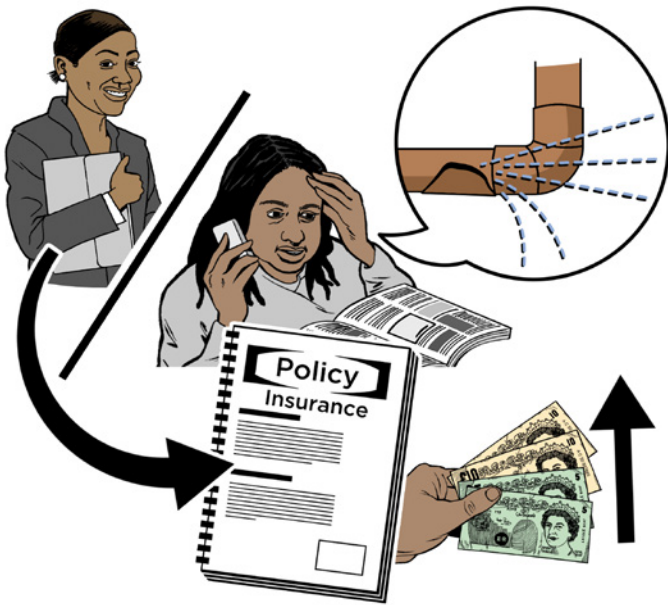


You should shop around again before the 12 months run out to see if you can get a better deal than what your insurance company is offering you for renewal.



If you do not cancel your insurance before the 12 months run out then you will automatically stay with the same company for another 12 months.

How do I make a claim?

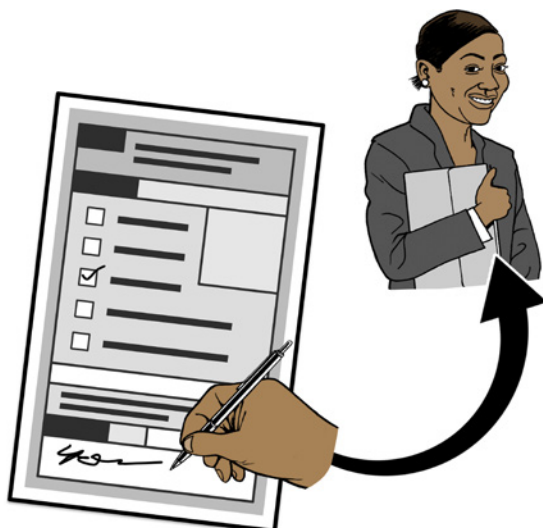


If you claim on your insurance, the price of your insurance will also go up, meaning you will have to pay more for insurance in the future.



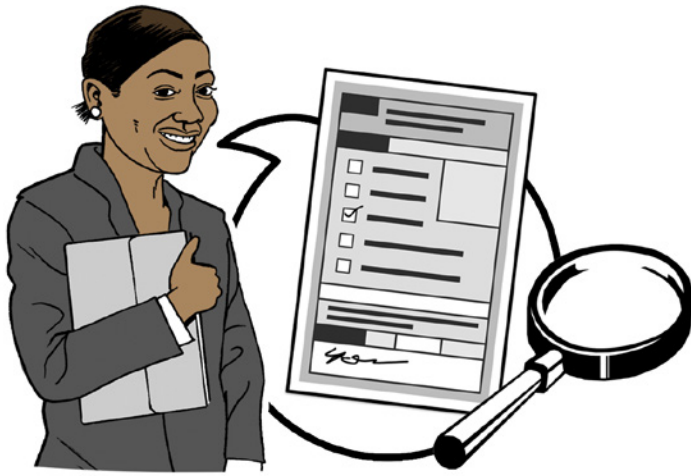
Call your insurance company as soon as possible.

Tell them what happened and they will ask you for the information they need.



Send any information the insurance company asks you for.

They may send you a form to fill in with information.



The insurance company will look at this information and let you know what will happen next.