



Covering life's essentials

Home appliances surround us, making our lives easier. Cookers, microwaves, fridges, freezers, TVs and home entertainment systems - the list goes on and on.

But, things can go wrong and when it does, having the right insurance in place means the customer does not have to worry about the cost of a repair or replacement - or finding a reputable company to fix the problem.

Assurant Solutions offers a comprehensive extended multi-item warranty plan which provides quality insurance for a selected number of home appliances - the customer chooses what they want to cover.

It's a practical, good value option to ensure essential items are covered.

Assurant Solutions

Assurant Solutions businesses develop, underwrite, market and administer specialty insurance, extended service contracts and other risk management solutions through collaborative relationships with leading financial institutions, retailers, automobile dealers, funeral homes, utilities and other entities. With operations in 25 locations, including executive offices in Atlanta, Georgia, USA, Assurant Solutions serves clients and their customers in 13 countries throughout North America, the Caribbean, Latin America, Europe and Asia.

Assurant Solutions is part of Assurant, a premier provider of specialised insurance products and related services in North America and selected international markets. Its four key businesses - Assurant Solutions, Assurant Specialty Property, Assurant Health and Assurant Employee Benefits - partner with clients who are leaders in their industries and who have built leadership positions in a number of specialty insurance market segments worldwide.

Assurant, a Fortune 500 company and a member of the S&P 500, is traded on the New York Stock Exchange under the symbol AIZ. Assurant has over \$25 billion in assets and \$7 billion in annual revenue.

Visit www.assurantsolutions.co.uk

We believe in helping our customers and are pleased to support the Financial Services Authority's initiative to provide clear, impartial information for consumers: www.moneymadeclear.fsa.gov.uk

The information supplied in this brochure is for use by financial services professionals only and should not be relied upon by other parties.

Assurant Solutions operates in the UK and Ireland through member companies known as Assurant General Insurance Limited (registered in England no. 2341082) and Assurant Life Limited (registered in England no. 3264844). Both companies are authorised and regulated in the UK by the Financial Services Authority.



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Home Appliances Protector

Product Overview - UK

Your Partner for Multi-Appliances Protection

Home Appliances Protector is an all-in-one extended warranty which covers a range of domestic electronic goods. This is among the most comprehensive plans on the market and the cover comes into force following the expiry of the manufacturer's warranty. Assurant Solutions has a UK-wide network of repairers in place and is committed to ensuring work is done promptly and to the customer's satisfaction.

This is an ideal insurance product which can be offered by retailers, credit and store card providers, catalogues, banks and building societies and financial intermediaries such as mortgage brokers. It is suitable as a standalone product or may be provided as part of a suite of cover for homeowners - for example with mortgage payment protection and buildings and contents insurance.

How Home Appliances Protector works

Home Appliances Protector from Assurant Solutions provides cover against electrical and mechanical breakdown for items which typically may not be covered by a standard contents policy. If required, we can also offer protection for accidental damage. It is flexible and the customer can choose to cover 3, 6 or 9 items.

Key benefits:

- We have a network of highly skilled repairers around the UK and strive to have an appointment made within two hours of receipt of the call
- The maximum claim value is £3,000 per item
- A claim can be made 14 days after the cover has been purchased
- Our aim is to have more complex repairs completed within 48 hours
- If a replacement is necessary we can arrange this or can provide a cash equivalent

- We allow an item of up to five years of age to be registered with us
- The customer not only decides which items are covered but can also change their mind and choose alternative items, providing they contact us to register them.

Choice and flexibility for your customers

In addition to selecting the cover they want, Assurant Solutions also offers your customers a choice of cover and payment terms. Customers can opt for cover terms of 12, 24, 36, 48 or 60 months and choose how to pay their premiums in either a single sum or monthly payments.

We provide a full refund if the customer changes their mind and cancels the agreement in the first 45 days and pro rata the refund after this.

There when it matters

The UK is the largest consumer electronics market in Europe with the retail value of the total market for brown goods in the UK standing at approximately £5.8 billion in 2006. (Source: Mintel, 2006)

According to a survey undertaken by the OFT, it was reported that most repairers expect goods such as washing machines and televisions to breakdown at least two or three times in the product lifetime. (Source: Mintel, 2006)

In 2003, UK consumers spent £533 million on repairs to domestic household appliances. (Source: The Retail Pocket Book, 2005)

On average, consumers expect the following items to breakdown within the first 5 years:

a. TV	15%
b. Washing Machine	23%
c. Vacuum Cleaner	28%
d. DVD	18%

(Source: NOP, November 2002)



Who we are

Assurant Solutions is a leading provider of niche insurance cover such as extended warranties.

We design products, we underwrite them, we handle administration and have a dedicated customer service centre based in Cork, which has achieved the ISO 9001:2000 standard. We provide first-rate support at all stages from the onset of the policy to dealing with claims.

We are different because we do not believe in a one-size-fits-all approach. We treat every corporate partner as an individual.

Assurant Solutions is the preferred specialist insurance partner for many leading businesses in the UK – and worldwide – including banks and building societies, mortgage brokers, retailers, credit and store card providers and affinity groups.

We are solely focused on our niche insurance markets – and so are fully committed to providing you with dedicated expertise on a long-term basis.

Bespoke solutions

We offer our Corporate Partners a bespoke approach to providing cover. We can tailor a number of options such as the policy benefits, duration, excesses, and payment methods. By working together we can create a unique proposition for your customers. And as your business develops, we can launch new products to fit with your strategy and expansion.

Experience shows

We have over eight years experience in writing warranty programmes and managing customer repairs. Our Home Appliances Protector cover is among the most comprehensive in the market and we can tailor it in terms of the underwriting, administration and pricing.

Our associates are experts working within our core competencies of product development, underwriting, pricing, marketing, legal and regulatory compliance, technology and risk management. We provide all our corporate partners with a

dedicated Client Relationship Manager to ensure all runs smoothly. They act as your main point of contact and will drive the growth of your business and streamline processes to ensure an efficient working relationship.

Our corporate partners choose Assurant Solutions because our associates have an in-depth understanding of their business needs.

A further emphasis is on market research. Our in-house team is constantly analysing market trends and producing relevant management information which can assist in delivering your business goals.

By selecting Assurant Solutions, you will know your customers are in safe hands.

Understanding your customers' needs

One of the major differences in choosing to work with Assurant Solutions is that we can offer tailored solutions as well as off the shelf products. Innovation and flexibility are our core strengths. We will work with you to create an offering that is tailored to your specifications which means that the requirements of your target market are reflected in the insurance offering.

Exclusions

We aim to make exclusions as clear as possible. Exclusions commonly include theft, normal wear and tear, accidental damage (unless requested), pre-existing faults and disposal of the original item.

We only cover items up to 10 years of age. We provide full details on exclusions within the policy document. The policy terms and conditions can be supplied in Plain English if required.

A mutual goal - treating our customers fairly

As an underwriter of insurance products, we are used to working in a regulatory environment and apply those principles to everything we do in the design, delivery and servicing of our insurance solutions and business relationships. We see regulation as an opportunity to grow your business. It does not restrict innovation but instead means that the appropriate safeguards are in place for the customer.

You want customers to buy appropriate insurance and be eligible to claim if they need to – so do we. At Assurant Solutions we are committed to treating customers fairly.

If you want to offer your customers the option of Home Appliance Protector talk to Assurant Solutions and find out about the advantages we bring to our corporate partners and their customers.