



## STA Travel Insurance Voucher

**IBS Booking Reference:** 1986059  
**Policy Number:** 5001627  
**Branch Reference:** UKP3C4  
**Supplier:** Towergate

**Branch Office:** STA Travel Internet UK  
**Branch Tel:** +44 (0)871 2300 040  
**Booking Made By:** Uk Internet  
**Service Created:** 23 Jun 10  
**Issue Date:** 23 Jun 10

### Booking Details:

**Passengers:** 3  
**Lead Name:** Ms L Bryan  
**Start Date:** 24 Jul 10  
**End Date:** 23 Aug 10  
**Service Header:** BLUE Worldwide Premier Excluding USA (under 35s)  
**Service Detail:** Premier 31 Day Policy  
**Quantity:** 3  
**Names:** Ms L Bryan  
Ms H Pope  
Ms J Vickerage  
**Price:** GBP 159.00 Premium Paid Including 17.5% IPT:

#### Policy Details

STA Travel Ltd  
c/o Towergate Chase Parkinson  
P O Box 416, West Byfleet  
Surrey KT14 7YE

Telephone: 0870 906 3144

#### INFORMATION ABOUT OUR INSURANCE-RELATED SERVICES

1. Our regulated status regarding our insurance services to you

STA Travel Ltd is an appointed representative of Towergate Underwriting Group Ltd (TUGL), which is authorised and regulated by the Financial Services Authority (FSA). The permitted activities of TUGL are providing advice, arranging insurance, dealing as agent and assisting with the administration and performance of policies - all in connection with general insurance. You can check these details by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register), or by contacting the FSA on 0845 606 1234.

2. Whose products do we offer?

We offer products from a single Insurer.

3. Which services do we provide you with?

You will not receive advice or a recommendation from us for Travel insurance. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed. Our service also includes arranging your insurance cover with the insurer to meet your requirements and helping you with any claims you have to make.

4. What will you have to pay us for our services?

You will not have to pay us a fee for our insurance services.

5. What do I do if I have a complaint about an insurance related matter?

You can complain to us in writing, by person or by telephoning us the Customer Relations Dept. at the address/telephone number shown at the top of this document. If you are not satisfied with the way we deal with your complaint you may be eligible to refer your complaint to the Financial Ombudsman Service.

6. About the Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

#### Important

This certificate is an important and integral part of the insurance policy and should be kept with it at all times.

The policy number must be quoted in all correspondence as failure to do so may result in delays or difficulties in dealing with your enquiries. Please make a separate record of the policy number in case you lose the policy itself.

In addition, it is strongly recommended that you leave your policy number together with our address and telephone number with a close friend or relative before leaving home. This would assist considerably in an emergency.

**PLEASE READ THE INSURANCE POLICY DOCUMENT CAREFULLY FOR FULL DETAILS OF COVER AND TO ENSURE IT MEETS YOUR REQUIREMENTS.**

**COVER IS NOT VALID UNLESS THIS PROPOSAL IS ATTACHED TO A POLICY DOCUMENT.**

**IN THE EVENT OF A MEDICAL EMERGENCY, CALL THE STA TRAVEL ASSISTANCE SERVICE ON +44 (0) 20 8763 4820**

For any amendments, please contact the issuing branch. A minimum administration fee of £20.00 will apply. Amendments can only be made before the start date of the policy.

Policies can be cancelled and fully refunded within 14 days of the day on which you receive your policy documents, provided that your cover has not commenced and no claim has been made. If, during the first 14 days, you ask for provision of the services given under this policy then all costs used for the service(s) can be recovered

Cancellation outside the 14-day period is not permitted.

Full details of your cover appear on the policy documents issued with this receipt.

For claims procedures, please consult the relevant pages of this policy.

Underwritten by Great Lakes Reinsurance (UK) PLC

**FOR EXTENSION OF COVER DATES, CONTACT STA TRAVEL IN THE UK**