

## Home insurance - cancellation fees and other charges

1) The fees in this table apply if your quote was provided **after 19 October 2020**.

<b>All fees shown in this table are non-refundable</b>	Fee(s) applicable for transactions via our <b>contact centre</b>	Fee(s) for any transactions using your <b>personal online account</b>
<b>Intermediary services fee</b> We charge this fee to cover the cost of arranging your policy. This fee is included in your premium when you buy your policy.	Buildings & contents - £50 Buildings only - £25 Contents only - £25	Buildings & contents - £50 Buildings only - £25 Contents only - £25
<b>Contact centre set up fee</b> We charge this fee to cover the cost of setting up your policy via our contact centre.	£20	n/a
<b>Mid-term adjustment fee</b> We charge this fee to cover the cost of servicing your policy when it needs to be changed, such as for a change of address.	£30	£10
<b>Administration fee within 14 day cooling off period</b> We charge this fee if your policy is cancelled within 14 days of the policy start date.	No charge	n/a
<b>Cancellation fee after cooling period</b> We charge this fee if your policy is cancelled after the first 14 days of the policy start date.	No charge	n/a

2) The fees in this table apply if your quote was provided before **19 October 2020**.

<b>All fees shown in this table are non-refundable</b>	Fee applicable
<b>Contact centre set up fee</b> This fee covers the cost of setting up your policy via our contact centre.	£20
<b>Mid-term adjustment fee</b> We charge this fee to cover the cost of servicing your policy when it needs to be changed, such as for a change of address.	£30
<b>Administration fee within 14 day cooling off period</b> We charge this fee if your policy is cancelled within 14 days of the policy start date.	£30
<b>Cancellation fee after cooling period</b> We charge this fee if your policy is cancelled after the first 14 days of the policy start date.	£30