

IMPORTANT INFORMATION

DEPOSIT PROTECTION: The CPA Deposit Protection scheme is insurance for the deposit you pay to secure the work to be carried out on your home.

The insurance covers a deposit of up to 25% of the agreed price with the company or £7,500 whichever is the lesser. The policy covers you for a period of up to 120 days from the date you pay your deposit. If you have paid a deposit to a company who then ceases to trade due to liquidation, receivership, administration or winding up of a business due to bankruptcy, state retirement or death of the principal(s), your deposit is either refunded to you in full, or the work is completed by another company.

You **MUST** register your deposit otherwise you will not be covered.

INSURANCE BACKED GUARANTEE (IBG): When we have processed your application you will be sent an Insurance Certificate. Without this certificate you are not insured therefore if you do not receive it within 28 days of your contracts completion, please contact us.

If the company no longer exists, due to the liquidation, receivership, administration or winding up of the business due to bankruptcy, state retirement or death of the principal(s), then faults appearing after they cease to trade will be covered by the IBG. Depending on the work undertaken the IBG is available for a period of up to 10 years.

CPA will not provide you with a personal recommendation as to whether Deposit Indemnity Insurance and/or an Insurance Backed Guarantee is suitable for your needs. If you are not sure what a Deposit Indemnity Insurance and/or an Insurance Backed Guarantee is please do not hesitate to contact one of our advisors on 01462 850064.

Terms and Conditions for these schemes are available on request.

Consumer Protection Association is an appointed representative of CPA Consumer Guard Ltd who are authorised and regulated by the **Financial Conduct Authority**.



For more information
call 01462 850064 or visit www.thecpa.co.uk

Version 3



Protection for your Replacement Windows and Doors



**Deposit and Guarantee
Insurance for contracts registered
under a Competent Persons Scheme**



CERTASS

Assure



The Consumer
Protection Association
guarantees complete
peace of mind

www.thecpa.co.uk

Register online today – it's quick and easy...



Step 1

Deposit Protection

The CPA Deposit Protection scheme is insurance for the deposit you pay to secure the work to be carried out on your home.

HOW DO I PROTECT MY DEPOSIT?

- 1 To register your Deposit go to www.insure.thecpa.co.uk
Or by clicking the QR Code opposite.
- 2 You'll need to enter your installers details:
they will supply you with a **membership number**.
 - a Enter membership number: _____
- 3 You will receive a validation email and can now complete your deposit registration by clicking the **continue your application** link. Complete all boxes on the form.
- 4 You will receive a second email confirming that cover is now in place (without this confirmation you are not insured).



Important
You must register your Deposit otherwise you will not be protected.

Step 2

Insurance Backed Guarantee

When purchasing replacement windows and doors, it is essential to make sure an insurance policy is in place to protect you from unforeseeable circumstances.

The guarantee given by the CPA member company is valid the whole time they are trading and so any defects should be corrected by them.

An Insurance Backed Guarantee (IBG) is valuable protection in the unlikely event of the Consumer Protection Association member ceasing to trade.

HOW DO I PROTECT MY GUARANTEE?

If the CPA member is also registered with FENSA, Certass or Assure competent person schemes they should register your replacement windows and doors contract with them.

If you receive a FENSA, Certass or Assure registration certificate and the works are notified to us we will in turn issue you with an IBG.

If you do not receive this within 28 days please contact us to apply for cover.

Important Notice

If you do not receive your IBG certificate within 28 days of your contract completion, please contact us as you are not insured, and you must apply directly to the CPA for insurance cover.

To verify a company's membership and to check that you are eligible for this protection please call 01462 850064 or visit www.thecpa.co.uk