

## CLEVER CARE ELECTRICAL POLICY SUMMARY

### Emergency and Breakdown Cover

Failed wiring  
Failed security and garden lighting  
Breakdown of fuse box  
Broken power sockets or switches  
Breakdown of immersion heater unit  
Damage to wiring caused by a power cut



### Eligibility / other insurance

This cover is for homeowners only. The property must be your permanent private residence and owned and solely occupied by you and your family with no business use. Mobile homes, bedsits, sub-divided homes and let and sub-let properties are not covered. You can also check that existing insurance you hold elsewhere does not cover the same things as this policy. If you need to make changes to your policy, please call our support team on 01274 214557.

### How do I cancel my policy?

If your policy does not provide the cover you need or you wish to cancel for any other reason, you may cancel your policy by...

- Office 25B, Aire Valley Business Centre, Lawkholme Lane, Keighley, West Yorkshire, BD21 3BB
- Remember to include your policy number
- Contact us via email, [enquiries@cleverenergyboilers.co.uk](mailto:enquiries@cleverenergyboilers.co.uk)

Please see the terms and conditions of your policy for further details on cancellation terms.

### How do I change my address?

If you need to amend your policy address details, you can do so by calling our support team on 01274 214557 or by sending us an email via our enquiry form or directly to [enquiries@cleverenergyboilers.co.uk](mailto:enquiries@cleverenergyboilers.co.uk). Remember to include your policy number.

### Your cover

Electrical Emergency and Breakdown Cover meets the requirements of homeowners who need assistance in the event of a problem with their permanent electrics in their home. Items not covered are household appliances and faults within your boiler.

### Support Team

Clever Energy Boilers



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**Checkatrade.com**  
Where reputation matters



Office 25B, Aire Valley Business Centre  
Lawkholme Lane, Keighley  
West Yorkshire, BD21 3BB

Telephone 01274 214557  
Email [enquiries@cleverenergyboilers.co.uk](mailto:enquiries@cleverenergyboilers.co.uk)

## ABOUT CLEVER CARE SERVICES

Clever Care part of Clever Energy Boilers and is regulated by the Financial Conduct Authority. We would like you make you aware of our services.

### What products do we offer?

- ✓ We offer products from Clever Care for cover of your boiler, heating appliances and equipment.

### Which service will we provide you with?

- ✓ We will advise and make a recommendation for you after we have assessed all your needs.
- ✓ We will provide you with product information enabling you to make your choice about how to proceed.

### What do you do if you have a complaint?

If you wish to register a complaint, please contact us...

- Write to us at Office 25B, Aire Valley Business Centre, Lawkholme Lane, Keighley, West Yorkshire, BD21 3BB
- Remember to include your policy number
- Alternatively you can email your complaint to [enquiries@cleverenergyboilers.co.uk](mailto:enquiries@cleverenergyboilers.co.uk)

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

“Clever Energy Boilers prides itself on **first class customer service** and **second to none after sales care**.

**Don't take our word for it**, industry approved and accredited, you can see what our customers have to say, visit us at [www.cleverenergyboilers.co.uk/customer-testimonials](http://www.cleverenergyboilers.co.uk/customer-testimonials)”



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