

AppleCare One– Terms of Business – United Kingdom

These terms set out information about Apple and the cover you will receive under AppleCare One. Please read this document carefully.

About Apple

See TABLE A for details and regulatory status about the Apple company which is supplying AppleCare One to you.

Our services

Apple sells and administers AppleCare One as an insurance intermediary exclusively on behalf of American International Group UK Limited (“AIG”), pursuant to the terms of a distribution agreement between Apple and AIG. Under this agreement, when Apple sells you a policy, they receive commission from AIG which is a percentage of the total premium. AIG pays Apple a fee per policy to deal with claims on their behalf. Apple and AIG do not own, directly or indirectly, any interest in the shares or voting rights of each other. When providing products to you, Apple will try to avoid any conflicts of interest. However, if an unavoidable conflict arises, we will write to you to outline the nature of the conflict.

Apple or AIG does not provide advice or personal recommendations in relation to AppleCare One. You must decide whether AppleCare One is right for you. For further information, please see the Insurance Product Information Document and the AppleCare One Terms and Conditions.

About AppleCare One

AppleCare One is underwritten exclusively by American International Group UK Limited (“AIG”), which is an insurance undertaking and authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference Number: 781109) in the United Kingdom. This information can be checked by visiting the Financial Services Register (register.fca.org.uk). AIG is registered in England with company number 10737370, and has its registered office at The AIG Building, 58 Fenchurch Street, London EC3M 4AB, United Kingdom.

You are not required to purchase AppleCare One to purchase any Apple device.

AppleCare One meet the demands and needs of an owner or buyer of Apple devices who requires insurance cover against theft and loss for iPhones, iPads, and Apple Watches, and accidental damage, battery depletion, and power surge to all Apple devices they enroll under the Policy, as well as technical support.

Data protection

The information that you provide will be used to administer AppleCare One and any future Apple products that you may purchase. You have the right of access to the personal data we hold about you by sending a written request to the data protection contact point as shown in Table A. Under certain circumstances, a small fee may be charged for this. You also have the right to require us to correct any inaccuracies in the information that we hold about you.

What to do if you have a complaint

If you wish to register a complaint, please contact Apple customer support who can deal with complaints in the language of your country of residence:

By Telephone:	Via the number at support.apple.com/HT201232
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By Writing:	Apple Customer Support, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland
Online:	Via Contact Apple Support at support.apple.com/en-gb/contact
In Person:	By visiting an Apple retail store apple.com/uk/retail/storelist

If Apple is unable to acknowledge a complaint within 5 business days of receiving it, keep You informed of progress, and resolve matters to Your satisfaction within 8 weeks, You may be entitled to refer the complaint to one of the ombudsman detailed in the relevant table below.

AppleCare One – Specific terms of business – United Kingdom

TABLE A:

1. AppleCare One is offered by Apple Retail UK Limited ("Apple UK"), having its registered office at c/o TMF Group, 13th Floor, One Angel Court, London EC2R 7HJ, United Kingdom. Apple UK is authorised and regulated by the Financial Conduct Authority (Firm Reference Number: 598851). For further information, please refer to register.fca.org.uk.
2. Apple UK's permitted business includes arranging (with a view/bringing about) and dealing as agent in contracts of insurance.
3. **Data Protection.** Apple UK will handle personal data provided by you in accordance with applicable laws including the General Data Protection Regulation and the Data Protection Act 2018. If you wish to make a request in respect of your personal data, please contact ADI by telephone at the number listed at [http://support.apple.com/HT201232](https://support.apple.com/HT201232) or write to Apple at Apple Distribution International Limited, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland.
4. **Complaints.** If you cannot settle your complaint with Apple UK, you are entitled to refer it to the Financial Ombudsman Service, at: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR, United Kingdom. The Financial Ombudsman Service can also be contacted by telephone: 0800 0234 567 or 0300 123 9 123 (free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02) or by email: complaint.info@financial-ombudsman.org.uk.
5. **Compensation.** You may be entitled to compensation from the Financial Services Compensation Scheme ("FSCS") if Apple UK cannot meet its obligations. This depends on the type of business and the circumstances of the claim. FSCS compensation in these circumstances will cover up to 90% of the claim, without any upper limit.