



# Group Personal Accident Insurance: Questions and Answers

Effective from Winter Term 2024  
(VER: PA 600+D)



## **How do I make a claim?**

All claims must be notified to Marsh Ltd, Education Practice within 30 days or as soon as reasonably possible after the date of the occurrence or within 90 days in respect of Claims under Section 5 (Dental).

Postal Address: Marsh Ltd, Education Practice, 4 Milton Road, Haywards Heath, West Sussex, RH16 1AH. Claims: Telephone: +44 (0) 330 818 0056 Email: [epg.claims@marsh.com](mailto:epg.claims@marsh.com)

## **How do I make a complaint?**

Your complaint is important to us and should be made in the first instance to your usual Marsh contact. Alternatively you can address your complaint to:

Marsh Ltd  
Tower Place London  
EC3R 5BU

Email: [UKComplaints@marsh.com](mailto:UKComplaints@marsh.com)

Tel: +44 (0)20 7357 1000

You can find more information about how we handle complaints at <https://www.marsh.com/uk/contact-us/complaints-procedure.html>.

## **Does the Financial Services Compensation Scheme apply?**

The Insurers and Marsh are covered by the Financial Services Compensation Scheme (FSCS). If they are unable to meet their obligations, you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim. Further information is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting them at PO Box 300, Mitcheldean, GL17 1DY or by telephone on 0800 678 1100, or email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk).

## **How is personal information collected and used?**

(See the policy wording for Chubb's Data Protection Statement)

In order to provide this personal accident insurance scheme, we will collect and process information about individuals such as the pupil to be covered, their parent and/or any appointed guardian. We will collect and process this information as a data controller and in accordance with this notice. Prior to providing us with personal information of a third party, please provide that third party with a copy of this notice. If you intend to provide us with personal information which relates to a pupil, please provide that pupil with our "Pupils'

professional advisors and auditors. If required or permitted by law, we share information with our regulators, the courts and other authorities.

Legal grounds: We rely upon one or more of the following legal bases for processing personal information:

- to comply with our legal obligations; and/ or
- where necessary for our legitimate interest of providing insurance broking services, while ensuring our reliance on this ground does not unduly harm your rights.

Where we use special categories of personal information (such as health information), we will also rely on one or more of the following legal bases:

- such use is necessary for the insurance activities we undertake which are in the substantial public interest;
- in order to establish, exercise or defend a legal claim; and/or;
- consent. Where we need to rely on consent of a child, consent can be given by the child if they are over 13 years old. Otherwise, we will ask a parent or an appointed guardian to provide consent on the child's behalf. Any consent provided can be withdrawn at any time by emailing us at: [termly.schemes@marsh.com](mailto:termly.schemes@marsh.com). However, please note that withdrawal of consent may affect our ability to provide our services and may end the insurance cover under the scheme. We will advise of any such consequences at the time.

Security and transfers: We take reasonable steps to keep personal information secure and we maintain data security procedures designed to protect against loss or compromise of personal data.

We may need to send personal information outside the United Kingdom where data protection laws are different, but this will be done with appropriate protection in place. We will retain personal information for as long as needed in order to comply with our legal and regulatory obligations.

Updating your information: It is important that personal information is kept complete and up-to-date. If any of the details you provide us with change, you can update us by emailing [termly.schemes@marsh.com](mailto:termly.schemes@marsh.com).

Your rights: Under data protection law individuals have certain rights in relation to their personal information, including to access their information and to rectify inaccuracies. More details about these rights can be found in the Marsh Privacy Policy available at <https://www.marsh.com/uk/privacy-notice.html>.

Questions, requests, or complaints: If you have any questions or complaints about how we use personal information, or you would like to access or rectify personal information, you can do so by writing to our Data Protection Officer at the following address: The Data Protection Officer Marsh Ltd, Tower Place London EC3R 5BU.

Teleph



**For further information please contact us at:**

Marsh Ltd. Education Practice, 4 Milton Road, Haywards Heath, West Sussex. RH16 1AH.

Telephone: +44 (0)1444 335174 Email: [termly.schemes@marsh.com](mailto:termly.schemes@marsh.com)

Please read and retain all supplied documents as they provide details of your policy and important contact details.

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