

Mr M Harkins  
4 Downs Villas  
The Downs  
Stebbing  
DUNMOW  
CM6 3RA

**Get in Touch**  
Login to **Your Insurance Account**  
at [tescobank.com](https://tescobank.com)  
**Customer Service**  
0345 673 0000\*  
**Opening Hours**  
Monday to Friday: 8am-8pm  
Saturday: 9am-2pm  
Sunday: 9am-2pm

**To make a claim**  
Please visit  
<https://carclaims.tescobank.com>  
Available 24/7 online  
**Or call 0345 677 3377\***  
Lines are open 7 days a week

Date: 17th March 2024

**Your Policy Number: 9233851K**

Hello Michael,

**Urgent: Please send your proof of no claims discount to stop your car insurance policy being cancelled**

We recently asked you for your latest proof of no claims discount but haven't received it yet.

It's important you get your proof to us or we'll have to cancel your cover as of 27th March 2024.

The quickest way to get this to us is to log in to Your Insurance Account ([tescobank.com/login](https://tescobank.com/login)) our online service. You can either take a photo or upload the digital version of your document from your last insurance company. If you would prefer to post the original document to us, please send it to the address shown at the top right of this letter and include your Policy number - 9233851K on the top of the document as a reference.

If you haven't registered yet, it's quick and easy to sign up ([tescobank.com/register](https://tescobank.com/register)).

**Where do I find my proof?**

- Your most recent renewal documents from your last insurer
- Your Notice of Cancellation from your last policy before taking out Tesco Bank Car Insurance

If you don't have this, just get in touch with your last insurer who can help.

If we have to cancel your policy and you still have your vehicle, you'll need to get insurance with another provider. Please bear in mind you could find it more difficult to get insurance elsewhere if we've had to cancel your policy.

If you need help or think there's been a mistake, please call us on **0345 673 0000\***. Our team will help you get this sorted out. You can also ask us to remove your no claims discount and we can recalculate the price of your insurance.

**Already sent your no claims discount?**

\*These telephone numbers may be included as part of any inclusive call minutes provided by your phone operator.

Tesco Car Insurance and add-on insurance products are arranged by Tesco Bank acting as an insurance intermediary and are underwritten by a select range of insurers. Tesco Bank is a trading name of Tesco Personal Finance plc. Registered in Scotland No. 173199. Registered Office: 2 South Gyle Crescent, Edinburgh EH12 9FQ. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We may monitor and record calls for training purposes to improve the quality of our service and to detect and prevent fraud.

That's great. We'll check this and send you a text to let you know when everything has been confirmed.

Thanks,

Your Tesco Bank Car Insurance Team

### **No Claims Discount (NCD) explained:**

Please read the notes below to help ensure the document you send to us is acceptable:-

#### **The documents you send should:**

- Be from a UK insurer for no claims discount earned in the UK – no claims discount earned outside the UK is not acceptable
- Show the date your last policy expired - please note we cannot accept no claims discount from a policy that expired more than 2 years ago
- State the amount of no claims discount in **years** and not as a percentage (%)
- Be on company headed paper from your last insurer
- Be the **original copy** – photocopies are not acceptable (if sending by post)
- Be in your name as the Policyholder
- Not be from a policy that is still in force

We won't be able to return any proof of no claims discount so it's a good idea you take a copy before sending it in to us.

#### **If you're sending us a photo of your proof of no claims via Your Insurance Account:**

- Make sure the information above is captured
- That the photo is nice and clear
- Try and fit the full document into the photo

#### **If sending proof from a previous Company Car policy:**

- Make sure the proof is on company headed paper
- Show the date you started and the date you stopped driving the company car
- Show all claims (including windscreen claims)
- Confirm you had sole use of the car and that you were allowed to use the car for social domestic and pleasure purposes

