24|7 Home Rescue – Refer a Friend Terms and Conditions

1. About the scheme

1.1 Existing customers can earn a referral award for each friend they refer who takes out an eligible 24|7 Home Rescue Boiler Insurance Policy and keeps it in force, as set out below.

1.2 The scheme is run by 24|7 Home Assist Limited, trading as 24|7 Home Rescue ("we", "us"). Registered in England and Wales, company number 09438900. Registered office: Parkhill Business Centre, Padiham Road, Burnley, BB12 6TG. We are authorised and regulated by the Financial Conduct Authority (FRN 935754).

1.3 By making a referral you agree to these terms.

2. Who can take part

2.1 To refer, you must be aged 18 or over, live in the UK and hold a live 24|7 Home Rescue policy, of any policy type, with your payments up to date, both when you refer and when the reward is paid.

2.2 The person you refer ("your friend") must:

- be aged 18 or over and live in the UK;
- be a new customer who has not held a 24|7 Home Rescue policy in the last 12 months;
- purchase an eligible 24|7 Home Rescue boiler insurance policy; and
- not live at the same address as you.

2.3 You cannot refer yourself, and our employees and agents cannot take part.

3. How to refer

3.1 To refer a friend, you can copy or share your unique referral link generated through our website with your friend. Alternatively, you can contact us on 0345 3192 247 to confirm your friend will be contacting us to purchase an eligible 24|7 Home Rescue boiler insurance policy.

3.2 Please do not send us your friend's contact details. We will only speak to your friend if they contact us.

3.3 Your friend can access our website using your unique referral link to purchase an eligible 24|7 Home Rescue Boiler Insurance Policy.

3.4 Your friend has no obligation to purchase a 24|7 Home Rescue Boiler Insurance Policy. They should only take out a 24|7 Home Rescue Boiler Insurance Policy if it meets their needs and should read the relevant policy documents before purchasing. We do not provide advice on whether a policy is suitable.

3.5 To qualify for a referral reward, your friend can purchase their policy using your unique referral link so that the referral can be correctly attributed to you or alternatively you can contact us to confirm you have referred your friend. Referrals cannot be applied retrospectively following the purchase of a policy.

3.6 By participating in the Refer a Friend scheme, you acknowledge that your role is limited to sharing your unique referral link with your friend or contacting us to confirm you have referred your friend. You are not acting as an agent, appointed representative or authorised representative of 24|7 Home Rescue and must not provide financial advice, recommend the suitability of any insurance policy, or make representations about the policy's terms, benefits or coverage on our behalf. Your friend must independently decide whether to purchase a a 24|7 Home Rescue Boiler Insurance Policy.

4. Your reward

4.1 You earn a referral award for each eligible friend who purchases an eligible 24|7 Home Rescue boiler insurance policy using your unique referral link and keeps the policy in force for 90 days, with their first three monthly payments (or one annual payment) collected.

4.2 We pay the reward by bank transfer to the account your premiums are collected from, within 30 days of the conditions in 4.1 being met. We will tell you by email when it is paid.

4.3 Your friend does not receive a reward. Their price and cover are the same as for any other new customer.

4.4 The reward is not paid if your friend cancels within 90 days, their policy is cancelled for non-payment, or the referral breaks these terms. A reward is not transferable and has no alternative.

5. Policy Eligibility

5.1 The Refer a Friend scheme applies exclusively to the purchase of boiler insurance policies by referred customers. Referrals resulting in the purchase of any other policy or product offered by 24|7 Home Rescue will not qualify for a referral award.

6. Your personal data

6.1 We use your details and your friend's details to run the scheme, check eligibility and pay rewards. We do this to fulfil these terms and because we have a legitimate interest in running the scheme.

6.2 We will not use your friend's details for marketing unless they agree to it separately.

6.3 We will tell your friend that their policy came from your referral. We will not share your friend's policy or personal details with you, beyond confirming whether a reward is due.

6.4 Our Privacy Policy explains how we handle personal data and your rights, including your right to complain to the Information Commissioner's Office (ICO).

7. General

7.1 We may change or end the scheme at any time, and any reward already earned, or for a referral made before the change, will still be paid.

7.2 We may withhold a reward if we reasonably suspect fraud, misuse or a breach of these terms. We will tell you why and you can ask us to review the decision.

7.3 Taking part does not affect the terms of your own policy or your friend's policy.