

## *FAQ's*

### *What is an Insurance Backed Guarantee?*

An Insurance Backed Guarantee (IBG) is a low cost, long term insurance policy, which provides valuable protection for consumers when undertaking home improvement projects.

The principle of an Insurance Backed Guarantee is to honour the terms of the written guarantee, originally issued by the installing contractor, where that contractor has ceased to trade as defined within the policy document and is therefore unable to satisfy claims against that guarantee.

### *Why is it important to use a UK based Insurance Company?*

It is important to use a UK based insurance company as they require to be authorised and regulated by the Financial Services Authority, which sets high standards for the insurance company to meet. A retail customer (consumer) will also have additional benefits when they are the beneficiary of a policy underwritten by a UK based insurance company, i.e.:

Any policy underwritten by a UK insurance company will be subject to the Financial Ombudsman Service (FOS), which provides the consumer with the opportunity to refer any complaint/dispute that they have with the insurance company to this independent body.

Where a regulated firm fails and is unable to honour their obligations, the retail customer would also be protected by the Financial Services Compensation Scheme (FSCS), which may well be able to pay compensation to the consumer ensuring that the insurance company's obligations are met.

### *What is Deposit Protection Insurance?*

Deposit Protection Insurance provides protection in the event that a deposit payment made by a consumer is lost where the contractor, that was contracted to carry out the proposed works, has ceased to trade as defined within the policy documents during the period of insurance and is therefore unable to commence works contracted for.

If the contractor has ceased to trade as defined within the policy, the insurance will assist by arranging for an alternative contractor to complete the works, with the policy holder paying the difference between the total contract value and the deposit payment and the insurer meeting any additional costs incurred. Alternatively, the Insurer at their option may refund the policy holder with the deposit payment made.





National Warranties  
A Kinnell Group Company

### *What is a Competent Person Scheme?*

A competent person scheme (CPS) provides an alternative for an installing contractor with regard to the registration of a replacement window or door installation with the local authority. A competent person scheme achieves this by ensuring that installation contractors registered with them meet certain standards, which allows them to self-certify that an installation meets Part L of the Building Regulations. In practical terms, a competent person scheme issues a Building Regulation Compliance Certificate to the householder and then subsequently registers the installation with the local authority.

There are currently three competent person schemes operating in the glazing market, BSI, Certass & Fensa. All three provide the same facility in terms of the registration of and the subsequent issue of Building Regulation Compliance Certificate's to homeowners. It is generally much cheaper for an installing contractor to use a competent person scheme, as opposed to lodging installations directly with the Local Authority, as most authorities charge between £80-£200 per job.

### *What is a Building Regulation Compliance Certificate?*

This is a certificate provided to the householder stating that a window or door installation has been self-certified by the installing contractor and meets the relevant building regulations. Solicitors will ask for a copy of this document when a property is being sold, and where a replacement window or door installation has been carried out after April 2002. If a homeowner is unable to supply this documentation, a local authority inspection may have to be carried out, and this could delay any sale process.

### *Who is Guarantee Protection Insurance Ltd?*

Guarantee Protection Insurance Ltd (GPI) is a UK based insurance company, which is authorised and regulated by the Financial Services Authority. GPI specialises in the provision of IBGs and is the insurance company that will underwrite any policy issued as part of the Swish Installer scheme.

### *Who is QANW?*

Warranty Services Ltd trading as QANW is an insurance administration company who act on behalf of GPI. QANW provide administration services both in respect of policy issue and maintenance as well as claim handling. QANW are the largest supplier of IBGs in the UK and have been established for more than 15 years.





### *Who is Certass?*

Certass Ltd is a Government authorised Competent Person Scheme that has been operating since 2006. Certass now issue Building Regulation Compliance Certificates on behalf of over 2000 members.

### *Who is Trustmark?*

TrustMark is a not for profit organization, licensed by the Government and supported by consumer protection groups, which aims to recruit and promote reliable and trustworthy tradesmen who operate in the repair, maintenance and improvement sector.

For more details go to [www.trustmark.org.uk](http://www.trustmark.org.uk)

### *What is Bondpay?*

Bondpay is a new concept in both consumer and contractor protection. It provides a secure payment method to contractor members. In essence the scheme operates in a similar way to Paypal. The consumer pays for a contract for specific works upfront, but does so into a trust account operated by Bondpay.

When a contract is complete, both the contractor and the consumer require to confirm that they are fully satisfied with all works carried out. Once this is confirmed, the payment already held by Bondpay is then released directly in to the contractor's bank account in settlement.

In the event that the consumer is unhappy with the work, Bondpay will send one of its independent inspectors to check the work within 72 hours. If the work is deemed satisfactory the consumer is overruled and payment is made to the contractor. However, if the consumer has a justified complaint then the contractor must correct the defect prior to full payment being released.

For more details go to [www.bondpay.co.uk](http://www.bondpay.co.uk)

