

## Changes To Orange Care

As from 1<sup>st</sup> February 2010, Orange will be changing Insurance Brokers from HSBC Insurance Brokers to LSG. (Lifestyle Services Group)

They currently operate over 60 bespoke and partner branded programmes one of which will be Orange Care.

Orange will continue to handle our customer claims as normal, providing our usual excellent customer service.

A lot of work has taken place to ensure a smooth change over. As part of this, there are some great changes that will affect you and here's how:

To simplify things, there will be one new version of the Important Information document to give the customer when selling the £6 or the £12 Care Product. This will include the appropriate Broker details which will be issued on Monday 1<sup>st</sup> February.

There will be a new set of Orange Care General Terms and Conditions for you to use

If you have any questions, please feel free to contact your Orange Key Account Manager