



Service Box Plan Protection Fraud Policy

Service Box does not tolerate any aspect of fraudulent activity. Our team have been trained to identify signs of fraud and we work closely and share data with 3rd parties and law enforcement agencies to identify fraud and support prosecution where the appropriate evidence exists.

Our outsourced engineers have been trained to identify if claims have been made on pre-existing faults and the claims team work tirelessly to prevent fraudulent activity.

It is important that when applying for a protection plan or submitting a claim you or anyone acting on your behalf must take reasonable care to answer all questions honestly and to the best of your knowledge. Failure to do so may affect the validity of your plan or the payment of your claim.

If false or inaccurate information is provided and fraud is identified, then we may:

- Reject the claim and cancel your plan. Any payment made to Service Box will not be returned; this is not a penalty but is used to cover some of the administration costs.
- Report you to the relevant authorities and take legal action, if necessary, to recover any money already paid to you under this plan. If you are found guilty, sentences can range from a community service order to 6 months or more imprisonment.
- Share details of the fraudulent activity with other 3rd parties to prevent fraudulent claims in the future. Law enforcement agencies may access and use this information. Other organisations may also access and use this information to prevent fraud and money laundering, for example, when:
 - Checking details on applications for credit and credit related accounts or facilities
 - Managing credit and credit related accounts or facilities
 - Recovering debt
 - Checking details on proposals and claims for all types of insurance
 - Checking details of job applicants and employees

Please contact us at 0800 802 1892 if you want to receive details of the relevant Law enforcement agencies.