



## Cancellation

**It is important that the customer is aware that they contact MBL to action a cancellation for whatever the reason may be.**

### **The period of cancellation is:**

14 days for general insurance/warranty contract.

### **The cancellation period begins:**

The day after the customer receives full policy documentation.

### **Notification of Cancellation by the Customer**

A customer who wishes to cancel the policies may do so by means of written notification and return of policy documentation, within the timescales detailed.

If the policyholder has passed away we require a copy of the death certificate and details of who the refund should go to.

The date at which the cancellation notice is dispatched is the date that the cancellation should be executed from. You should not quote the refund amount over the phone.

### **Effects of Cancellation**

If a customer exercises their rights to cancel within the 14 days cancellation period, they are entitled to a full refund subject to policy conditions, and pro rata thereafter.

