



Don't take your Gas Central Heating for granted. For peace of mind contact.



Awarded 2nd place in 'The Scottish Business of the Year 2007' by CORGI.

GIVE YOURSELF PEACE OF MIND WITH NATIONWIDE 5 STAR BREAKDOWN COVER

Nobody tends to give much thought to their gas central heating system. It comes on, it goes off...it comes on, it goes off. But what would happen if one day your system broke down and stayed off?

Your home would be cold for a start. Then you would have the unpleasant task of thumbing through the phone book for a reliable engineer and the worry of how much it might cost. And, as well as the expense of a broken system, there's then inconvenience to consider. In cold weather a freezing home with the threat of burst pipes is no joke.



If you rely on your gas central heating system for hot water, it can be even worse. No washing-up, no baths, no way to wash your hair. And, if you are elderly or have young children, it can be even more of an ordeal.

This is why you should consider 5 Star Cover. The cover is provided by Nationwide Gas Care Ltd. Nationwide Gas Care currently provide emergency cover to thousands of households in the UK, and are committed to delivering excellence in customer service. Nationwide 5 Star Cover is the only one of its kind in the country. This no-nonsense cover protects your gas central heating and gives you total peace of mind all year round.

Nationwide Gas Care covers it all

When you add up all the costs associated with repairing your gas central heating system (see diagram overleaf), it makes sense to be covered. For just £15.99 a month, you will be safe in the knowledge that if your gas central heating system breaks down, you can call the FREE Nationwide Gas Care helpline - 24 hours a day, 365 days a year.

If you have a breakdown, an engineer will normally arrive on the same day or within 24 hours to fix it. There is nothing more to pay for labour or replacement parts.

What Is Included

The following includes an Annual Service and Safety Check unless we say otherwise.

Five Star "Premier" Cover

This covers Parts and Labour for your central heating system if the following parts of your system breakdown.

- Time clock or programmer
- Circulating pump and valves
- Radiator and valves
- Hot water tank
- Unvented hot water tanks
- Feed and expansion tank
- Duct work and warm air vents "Warm air systems"
- Pipes and fittings
- Motorised valves
- Primary flue and draught diverter
- Integral circulator water heater providing hot water. "Warm air systems"
- *£50 Cashback every year if only your annual service and safety check is required.

Five Star "Standard" Cover

This provides labour only cover.

Fire Cover

Only available when an engineer visits and accepts on to cover.

Approx. cost from £4.99/month.

Labour cover only including safety check and annual service.

Main Exclusions

Faults identified in your domestic central heating system during the first safety inspection and/or service visit. If the works are not carried out, we reserve the right to cancel your policy and refund your premium minus £40 in that year only.

You can cancel your contract at any time. If an annual visit has been done, a minimum of £40 or 4 direct debit payments will be charged.

This policy is for homeowners only. Council tenants need not apply. Tenants can apply through their landlord.

If spare parts are no longer available for the appliance on cover, the cost of replacing the boiler is not covered by your policy.

Information and prices in this leaflet are correct at time of going to press (December 2008). However, Nationwide Gas Care reserve the right to change product specification, product range or pricing at any time without prior notice. However, you would in this event be informed quickly.

Direct Debit Guarantee

• This guarantee is offered by all Banks and Building Societies that participate in the Direct Debit Scheme. The efficiency and security of the scheme is monitored by your own Bank or Building Society.

- If the amount to be paid or the payment dates change, you will be informed in writing at least 10 days in advance.
- If an error is made by Nationwide Gas Care or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch for the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy to us.

In the event of a gas leak, call Transco DIRECT on 0800 111 999 immediately.

What Is Excluded

We do not provide cover for the following items:

- The cost of any work done on your central heating system without our consent, or the cost or any repairs caused by someone not employed by ourselves.
- Any work required as a result of the system being incorrectly installed, clearing any blockages or drainage caused by foreign objects.
- The removal or contact with asbestos associated with the appliance or system.
- Any loss you suffer because of a breakdown or any water or gas leaks. Also cost of putting right faults caused by incorrect use of the appliance or by water leaks.
- Appliances fitted in any location or situation or building they were not designed for.
- The cost of decorating parts, casings, paint work, batteries, bulbs, enamel, wood and any damage which does not prevent the functioning of the appliance.
- Thawing or repairing frozen pipes.
- Damage caused by freezing weather conditions, lighting, fire, explosion, storm, flood or changes or failure of electricity, gas and water supplies.
- Any fault or problem caused by the original design of your central heating system, installation and commissioning.
- Steel pipes, steel tanks, steel cylinders. Shower pumps and showers with their associated controls. Immersion heaters.
- Any parts of the central heating system, including ducts, flues, pipes and wiring that are unsafe or too difficult to reach or impracticable to maintain due to location.
- The removal or cost of removal of sludge. Pressure loss. Removal of hard water scale or adding corrosion inhibitor to the central heating system including the cost of resulting damage. Poor circulation, noisy boiler, sludged up pipes and cold spots on radiators are all signs sludge is present.
- Any work required where faults occurred due to Non-Barrier pipework.
- Any repair deemed uneconomical. Normally a spare part costing over £400 retail on a boiler over 10 years old.

ENJOY THE REASSURANCE OF A COMPREHENSIVE SAFETY INSPECTION

When you apply for Nationwide 5 Star Breakdown Cover, you will also qualify for an annual service and safety inspection. It's very important to have your boiler checked out regularly but people seldom do. So here is the perfect opportunity to have your system checked over thoroughly. We will contact you at the same time every year.

Apply for Nationwide 5 Star Breakdown Cover today

and you will also qualify for our introductory offer. If only your annual service and safety check each year is required, we will refund you £50. What's more, we will offer you this no claims bonus every single year you are with us. Compare the cost of our breakdown cover in the table below.

	British Gas Equivalent	Nationwide Gas Care 5 Star Cover	Nationwide Gas Care with cashback
Annual Cost	£227.88*	£191.88	£141.88
What you save	0	£36.00	£86.00

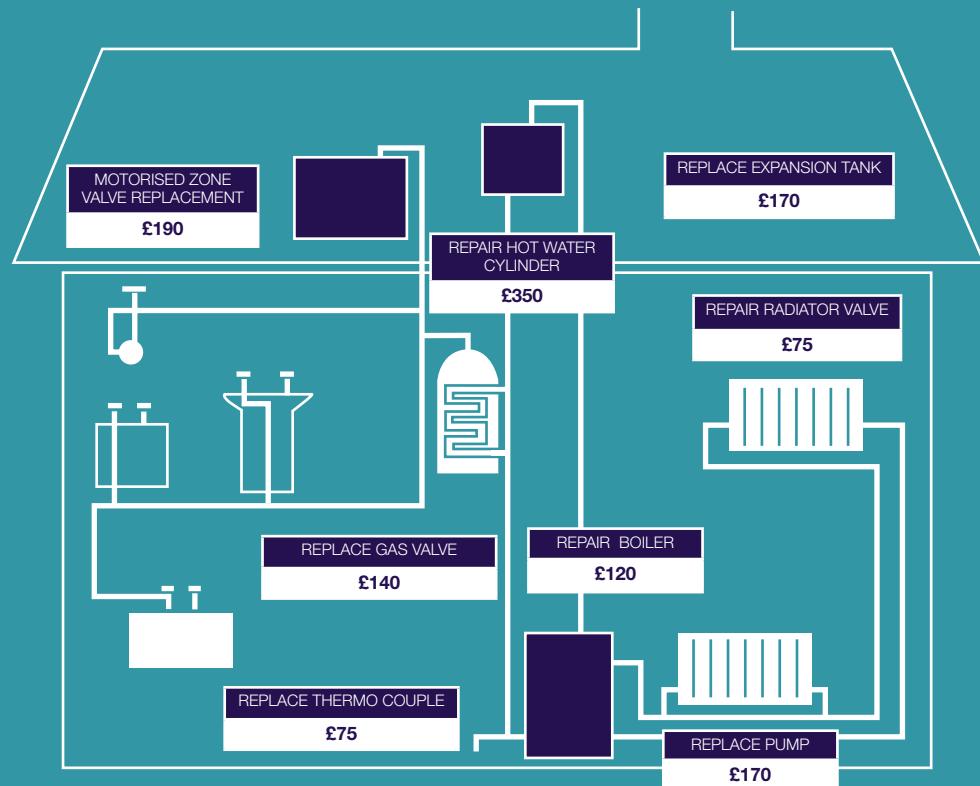
*Approximate national average

To register, please complete the mandate and return in the reply paid envelope.
(no stamp required)
then an engineer will visit within 28 days.

Scottish Office: 35 High St, Kinghorn, KY3 9UW.
Telephone: 0800 915 4162

DO YOU REALISE THE REAL COST OF FIXING YOUR SYSTEM?

How much could it cost, if you have a breakdown and you are not covered by Nationwide 5 Star Breakdown Cover? There are many components that comprise your gas central heating system, and if one part breaks down, it can affect the whole system. As well as the cost of the part, you will have to take into account the engineer's call-out charge and the cost of the labour. Below is a diagram showing you the estimated replacement costs of each part of your gas central heating system. So if your gas central heating does break down, can you really afford to be without Nationwide 5 Star Breakdown Cover?

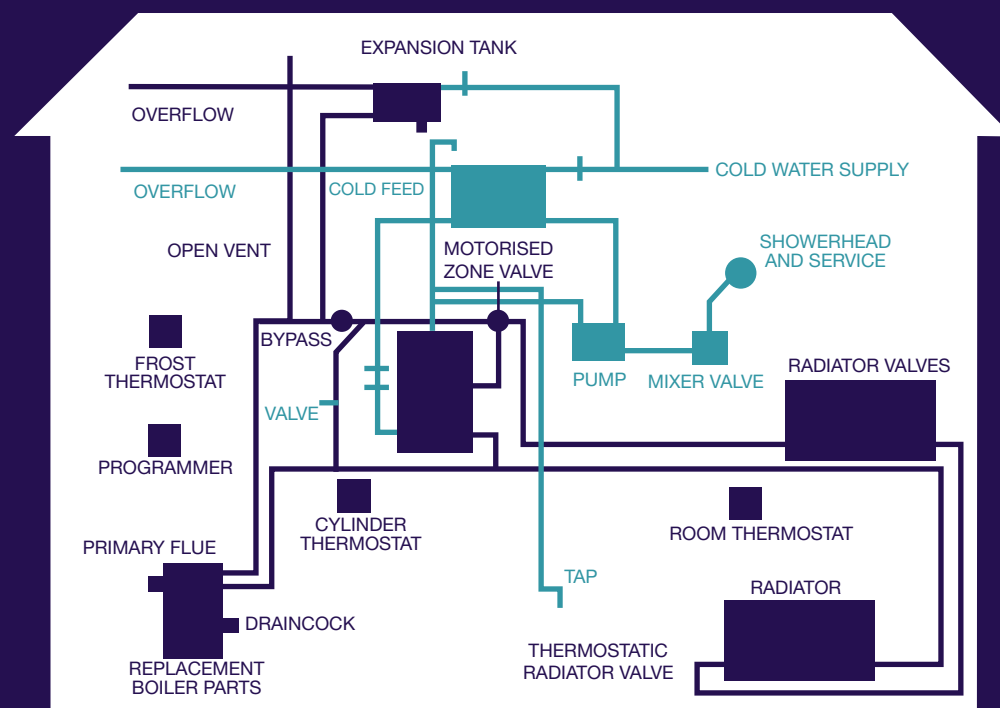


Compare the cover	Nationwide Gas Care 5 Star Cover	British Gas Equivalent
FREE 24 Hour Helpline	✓	Local Rate
Qualified CORGI registered engineers	✓	✓
Annual gas boiler service and safety check	✓	✓
£50 no claims bonus refund every year	✓	✗
Annual Cost	£141.88 with no claims bonus	£227.88*
FREE fire and cooker check (visual only)	✓	✗

*approximate national average

COVER IT ALL FOR ONLY £15.99 A MONTH

Peace of mind costs just £15.99 a month. With Nationwide 5 Star Breakdown Cover everything in blue in the diagram below is covered. So if something does go wrong, all you need to do is simply call our FREE helpline and a CORGI registered engineer will be on their way. Nothing more to pay. No need to worry!



YOUR ANNUAL SAFETY INSPECTION - what does it include?

Our rigorous safety and service check will ensure your system is in safe, tip-top condition and will include:

- A full visual inspection where practicable
- A general check of overall operation of the system
- Check flame failure device for correct operation
- Check operating pressure
- Check operation of the flue
- Carry out soundness test of gas installation
- Clean burners, injectors, combustion chamber and flueways as required
- Check ventilation
- Carry out combustion test using telegan
- Carry out check for water leaks where practicable
- Visual check on related wiring

- Check operation of gas valve
- Check all controls
- The engineer will leave your premises in a clean and tidy condition and request your signature on the completed job sheet.
- Any remedial work required, would have to be carried out at your own cost (first service visit only).

After your comprehensive safety inspection, Nationwide Gas Care 5 Star Breakdown Cover gives you:

- A FREE 24 hour breakdown helpline
- No call-out charge
- No replacement parts charges
- No labour charges
- Complete peace of mind

To register for Nationwide 5 Star Breakdown Cover please fill out the mandate form enclosed and return in the reply paid envelope (no stamp required), then an engineer will visit within 28 days.



WHAT YOU NEED TO KNOW

Q. When does my contract start?

A. When your first inspection visit is done and payment has commenced.

Q. How quickly will the problem be fixed?

A. One of our CORGI registered engineers will arrive to assess the problem within 24hrs. Your system will be fixed there and then if possible. If the fault requires parts that are not carried by our engineer, we will endeavour to source them as quickly as possible.

Q. How much does Nationwide Gas Care 5 Star Breakdown Cover cost?

A. A very competitive price of £191.88 covers you for a whole year - that's only £15.99 a month. There is no obligation to renew the following year, but we will always aim to be the most competitive in the market.

Q. When will I receive a visit from a CORGI registered engineer if I register?

A. Within 28 days.

Q. When does my no claims bonus commence?

A. When you have remained claim free from the contract start date to the same date thereafter the following year.

Q. How is my no claims bonus paid to me?

A. It will be paid into your bank account electronically. The no claims bonus will not be paid out if the policy holder has any arrears.

Q. I already have a contract for gas breakdown cover with someone else. Is it possible to switch to Nationwide Gas Care 5 Star Breakdown Cover?

A. Yes, it is possible to switch and we would be delighted to do this for you. There are two options:

1. If you have already paid your current provider the annual fee, then please complete your current policy details on the mandate form stating expiry date of your current policy. We will then notify your provider on your behalf that you

wish to change over to Nationwide Gas Care 5 Star Breakdown Cover at the appropriate time.

2. If you are paying monthly by Direct Debit, then you can switch immediately. Please complete the mandate form and return in the reply paid envelope. We will then notify your current provider and your bank on your behalf that you wish to switch to Nationwide Gas Care 5 Star Breakdown Cover.

Q. What happens if I move home?

A. Your Nationwide Gas Care 5 Star Breakdown Cover goes with you subject to your new system being in working condition. We will organise another safety inspection of the boiler for your new home.

Q. Why is paying by Direct Debit a good idea?

A. It is very convenient and hassle free. It allows you to pay either a one off lump sum or on a monthly basis. It also means that your cover will be automatically renewed, ensuring total peace of mind.

Q. What happens if a mistake is made with my Direct Debit payment?

A. If an error is made by Nationwide Gas Care or your Bank or Building Society, you are guaranteed a full and immediate refund from your Bank or Building Society for the amount paid.

Q. Who do I call if I have a gas leak?

A. In the event of a gas leak, you should call Transco direct on their emergency telephone number 0800 111 999, then Nationwide Gas Care.

Q. Who do I contact if I have a query/complaint about this cover?

A. Please contact Nationwide Gas Care on their FREE customer helpline number 0800 915 4162.

Q. What exactly does Nationwide 5 Star Breakdown Cover include?

A. In the event of a breakdown, it covers all call-out fees, labour charges and replacement parts. This means if something goes wrong with your system, we will fix the problem - and there is nothing else to pay.*

*Subject to Nationwide 5 Star Breakdown Cover Terms & Conditions.

If you have any further questions, please call our FREE Customer Information Line on

0800 915 4162

Lines are open permanently, www.nationwidegascare.com Any references made to other companies in this leaflet were deemed correct at time of print.