Homeowner Frequently Asked Questions

What is Qualitymark Protection?

We are a Financial Conduct Authority regulated insurance broker. We specialise in consumer financial protection for home improvements, in the form of insurance-backed guarantees and deposit protection insurance, exclusively for accredited installers.

I have received this policy and I don't know what it is.

This policy was registered following a recent home improvement at your property. It was purchased by the installer on your behalf at no cost to you. The policy is known as an insurance-backed guarantee (IBG). An IBG provides additional financial protection in the event that your installer ceases to trade and you experience a claimable event during the period of cover.

What is a claimable event?

All insurance policies are underwritten by Safe World Insurance Group (UK) Ltd. We recommend that you read the terms and conditions carefully to understand the level of cover within your policy.

How do I make a claim?

The claims procedure is detailed in your policy documents, which were sent to you by Qualitymark Protection. This can be found in section 7 of those documents.

There is an error on my policy. How do I change this?

In the first instance please contact your installer to request that they correct the error. If for any reason you are not able to contact your installer, please send an e-mail to **customersupport@qualitymark.co.uk** with your policy number and proof of residency.

I am experiencing problems with my installation, what can I do?

The first step is to contact your installer. Their contact details can be found on the covering letter sent by Qualitymark Protection, which includes the installer's name and the type of work completed.

I'm struggling to contact my installer. What can I do?

You can contact us and we can look to reach out to the installer on your behalf. Alternatively, we can provide a different route of contact, such as the installer's certification body or competent person scheme. If you have had work completed under a Government grant scheme, we would advise you to contact TrustMark.

What is TrustMark?

TrustMark is the only Government-endorsed quality scheme. When having work completed under Government grant schemes, all installations are required to be lodged with TrustMark. TrustMark have their own dispute resolution process. For more information, please visit the TrustMark website.

What is a certification body?

A certification body is an independent third party that certifies businesses in line with a particular certification process. This ensures that the business meets certain requirements and demonstrates competence to install the products covered by that certification.

What is a competent person scheme?

Similar to a certification body, a competent person scheme is a program that allows installers to self-certify their work in accordance with building regulations. Each scheme has its own required standards.

My installer has ceased to trade at Companies House. What happens next?

If your installer has formally ceased to trade and you are experiencing problems with your installation, you may be eligible to make a claim subject to your policy terms and conditions. To make a claim, please follow the claims procedure on your policy documents. This can be found in section 7 of those documents.

Can I extend my policy duration?

No, your policy duration cannot be extended.

My installation requires servicing, who do I contact?

Please contact your installer to discuss servicing options.

qualitymark. protection

Qualitymark Protection Ltd are authorised and regulated by the Financial Conduct Authority, our registered number is 629677. This can be checked by visiting the Financial Service Register (https://register.fca.org.uk). Our registered address is Solutions House, Chorley Business & Technology Centre, Euxton Lane, Chorley, PR7 6TE. Company Registration 03230676. Registered in England.