

# Questionnaire for insurers

## Unlocking Insurance

You should complete and return this questionnaire if you can offer insurance to people with unspent convictions and would like your details to be included in our list of insurance brokers. The list is made available to download for free from our [self-help information site for people with convictions](#).

This questionnaire ensures that we are able to provide up to date, independent and impartial information to people with convictions about where they can go to obtain insurance. It also helps us to identify and understand how each company adds value to the list, whether it is through providing wider choice, more competitive products, or for some other reason.

*Please note:*

- *Completion of this questionnaire does not guarantee inclusion. Unlock reserves the right to not publish your details if we do not believe it to be in the best interest of people with convictions.*
- *Information provided on this form may be used in any future list that Unlock produces, with the exception of the details of underwriters, which is requested for internal purposes only and will not be circulated to any third party.*

## Your details

Name of person completing this	
Position of person completing this	
Date form completed	

## Details of what your company provides

1. Name of company	
2. Address	
3. Name of any particular member of staff that a customer needs to speak to	

4. Contact details for customers <i>[including telephone number, email address and website]</i>	T: E: W:
5. Contact details for Unlock to use <i>[if different to that for customers]</i>	
6. FCA registration number	
7. Types of insurance available to people with convictions	
8. Can individuals obtain an instant quote online?	
9. Can individuals obtain an instant quote by telephone?	
10. Detail any business that you place through any of the companies currently on the Unlock list <i>[Please state what types of insurance and in what circumstances you go through them]</i>	
11. What is the best way for a customer to obtain a quote?	
12. Detail any particular types of convictions that you are unable to cover?	
13. Detail those underwriters that you use to place policies for people with convictions, including the types of insurance for each <i>[This is for internal purposes only and will not be shared with any third party]</i>	
14. Do you require individuals to disclose spent criminal record information (under the Rehabilitation of Offenders Act 1974)	
15. Are you able to offer individuals, on request, written confirmation (either via policy documents or under separate cover) of the information that they have disclosed regarding their criminal convictions?	
16. How do you think your inclusion on the list will benefit people with convictions?	
17. Please detail any other information that you think is relevant here	

## What next?

Please return this form:

1. by email to [debbie.sadler@unlock.org.uk](mailto:debbie.sadler@unlock.org.uk)
2. by post to Unlock, 39-48 Marsham Street, Maidstone, Kent, ME14 1HH.

Those whose details are included on our list will be notified in advance of any publication. Please note that it is your responsibility to notify us of any changes to the information provided so that these can be updated the next time the publication is updated. Changes can be requested by emailing the details to [debbie.sadler@unlock.org.uk](mailto:debbie.sadler@unlock.org.uk).

## About Unlock

Unlock is an independent, award-winning charity for people with convictions which exists for two simple reasons. Firstly, we assist people to move on positively with their lives by empowering them with information, advice and support to overcome the stigma of their previous convictions. Secondly, we seek to promote a fairer and more inclusive society by challenging discriminatory practices and promoting socially just alternatives.

**address** Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone, Kent, ME14 1HH  
**helpline** 01634 247350 / [advice@unlock.org.uk](mailto:advice@unlock.org.uk)  
**office** 01622 230705 / [admin@unlock.org.uk](mailto:admin@unlock.org.uk)  
**web** [www.unlock.org.uk](http://www.unlock.org.uk) & [@unlock2000](https://twitter.com/unlock2000)

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