



# Quality Insurance Made Simple



An insurance broker with a focus on integrity, GGFi aims to provide clear, concise and easy to understand information for all policy holders.

[www.ggfi.org.uk](http://www.ggfi.org.uk)





## Why have I been given an IBG?

Many businesses provide their customers with an IBG as a value-add benefit. In addition, within some industries (such as the domestic glazing market), it is required under regulation for guarantee insurance policies to be issued to customers as additional protection.

## What is an IBG?

An IBG (Insurance Backed Guarantee) is an insurance policy that covers the guarantee provided to you by the installing contractor in the event that they cease to trade.

If the original supplier of the guarantee ceases to trade (as defined in the policy Terms and Conditions) – and is therefore unable to honour their old guarantee – the policy effectively ‘stands in place’ for the remaining period of the original guarantee, reflecting the terms of the guarantee.

**Please note that cover is subject, at all times, to the Terms & Conditions of the insurance policy.**

## What happens if I need to make a claim?

If you have an issue with a home-improvement work that would normally be dealt with under your original contractor’s guarantee, the first avenue of recourse would be through them – whilst they are still trading, they are bound to honour their guarantee to you.

If you subsequently discover that the company has ceased to trade, then it will be possible to submit a claim under the terms of the policy. Please contact our claims team on either [claims@ggfi.org.uk](mailto:claims@ggfi.org.uk) or 0207 645 3744 and they will be able to talk you through the claims process.

## What are the benefits of an IBG?

Insurance-backing for guarantees is becoming increasingly recognised within the home improvement industry as providing additional peace-of-mind for clients.

Long-term guarantees for costly works are only valid whilst the guarantee-issuing business continues to trade - a guarantee insurance policy gives customers additional recourse in the event that their original contractor fails.

# Get In Touch

020 7645 3744  
[claims@ggfi.org.uk](mailto:claims@ggfi.org.uk)

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