

FAQ: Source's Refund Policy

There are several reasons why you may require a refund from The Source.

Some of these reasons are:

*You have cancelled your policy within the cancellation period and are therefore entitled to a full refund of your premium (Please see your policy summary or policy documents for the cancellation period which applies to your policy).

*You have made an adjustment to your policy which entitles you to a refund of part of the premium.

*You have cancelled your policy mid-term and are therefore entitled to a pro-rata refund of your premium. As your payments to Source are linked to an insurance policy, we check the status of the policy before making any refund. Once we have checked that any request for a refund is valid, we will process the refund within a maximum of 10 working days.

Please note that all refund are made to the same source from which the payment originated (E.g. credit card payments will be refunded to the same credit card).

If you require any further assistance please call our helpline on **02920 265 265** Monday to Friday or email **help@thesource.co.uk**