Initial Disclosure Document

This document is designed to help you understand:

- Who we are
- How we are regulated by the Financial Conduct Authority
- The support we offer for vulnerable customers
- How we use your personal information
- What we do
- The products and services we can offer you
- How we are paid
- Our complaints process

Who are we?

We are Telefónica UK Limited. You might know us as O2, which is our trading name. Our registered address is 500 Brook Drive, Reading, RG2 6UU.

You can get in contact with us at any time by calling our customer service team on 0344 809 0202 (free from an O2 phone or charged at national rate from a landline). Alternatively, you can visit our dedicated **'How to contact our helpful UK customer support team'** page for more ways to contact us.

Are we regulated?

We are authorised and regulated by the Financial Conduct Authority. Every business which is regulated by the Financial Conduct Authority has a firm reference number. Our firm reference number is 718822.

How to check if we are regulated

You can use the Financial Conduct Authority's Financial Services Register to check if we are regulated by visiting https://register.fca.org.uk/.

Support for vulnerable customers

We are committed to ensuring all our customers receive fair treatment and good outcomes. If you feel you may be vulnerable due to a personal circumstance, health condition, financial difficulty or anything else that may affect your ability to make an informed decision, please let us know.

How we use your personal information

We use your personal data to assess your application, verify your identity and carry out credit and affordability checks. If you apply for finance with a third-party lender, we will share your information with them so they can make a lending decision.

We only use your data in line with our Privacy Notice, which explains what we collect, why we use it and your rights. You can read it at: https://www.o2.co.uk/legal/privacy

What do we do?

Telefónica UK Limited provides mobile network services, devices, and connectivity solutions to customers. As part of this, we sell devices and airtime services to customers. We are authorised by the Financial Conduct Authority to act as a lender, a credit broker, and to arrange and distribute handset insurance.

This means that when you purchase a device from us, we can offer or introduce you to a number of different ways to pay for your device.

What products and services do we offer?

O2 Refresh

If you buy a device using O2 Refresh, you enter into a loan agreement with us to pay the purchase price of the device. When we act as a lender, we provide interest free loans for devices and/or accessories. This means that we do not charge you any interest or fees to take out an O2 Refresh loan.

Where you purchase a device, the device loan and the airtime plan are separate agreements. You must have an airtime plan for the duration of the minimum term of your device loan, but you may continue or end your airtime plan after this minimum term ends.

We act solely as the lender in relation to any O2 Refresh device loan and/or accessory loan.

"Pay over time with Affirm"

If you buy a device using [Sim Free Financing], we will act as a credit broker and introduce you to Affirm UK Limited (Firm Reference Number: 756087) trading as Affirm, who may be able to offer you finance to purchase your device. Affirm may offer interest-free or interest-bearing loans.

You do not need to take a fixed-term airtime contract with O2 if you choose this option. Instead, you may choose one of our SIM-only tariffs. Affirm will be the lender.

We introduce you exclusively to Affirm in relation to [Sim Free Financing]. We do not work with other lenders, and we will not search the market to obtain the best deal for you. You may prefer to use an alternative method to finance your device such as paying in full upfront or obtaining finance from another lender.

Paying in full upfront

You can also choose to pay for your device and any airtime or accessories in full at the time of purchase, without using finance.

Insurance

We offer insurance products for mobile phones and connected devices. We are an insurance company intermediary and will introduce you exclusively to Telefónica Seguros y Reaseguros Compania Aseguradora S.A.U. trading as Telefónica Insurance UK Branch which is the insurer. We will not introduce you to any other insurer.

When we do this, we are not advising you or recommending a particular policy. We act on behalf of Telefonica Insurance UK Branch, and not you.

We will give you information relevant to your demands and needs so that you can make your own informed decision.

How are we paid?

Lending

When we act as a lender, we do not charge you any fee or interest for offering our finance products. You will of course need to repay money to us if you choose to take one of our finance products.

Credit broking

When we act as a credit broker, we do not charge you any fee for this service. Where we introduce you to Affirm, we do not receive a commission from them for introducing you to them.

How you can complain

We hope you'll be satisfied with our services and products but in case you ever need to, you can contact us to raise a complaint in the following ways:

Method	**How you can contact us**
Phone	By calling our customer service team on **0344 809 0202**.
Email	By emailing c**omplaintreviewservice@o2.com**
Post	By writing to **O2 Complaints Review Service, PO BOX 694, Winchester, SO23 5AP**

Complaints to FOS

If you are not happy with how we have resolved your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service. You can contact the Financial Ombudsman in the following ways:

Method	**How you can contact the Financial Ombudsman Service**
Email	By emailing **complaint.info@financial-ombudsman.org**
Phone	By calling **0800 023 4567** or **+44 20 7964 0500** (if you are outside of the UK)
Post	By writing to **Financial Ombudsman Service, Exchange Tower, London E14 9SR**