Disclosure of Earnings

charges will always be advised to you in advance. We earn the entirety of our commission.

greater fees. The specific amount and purpose of any professional fee and administration

From time to time depending on the work and risk involved it may be necessary to charge

service and other relevant features in order to suggest appropriate policies for you. If

identify a suitable product. This means that we will compare products from a

You will not receive any professional recommendation from us for general insurance.

may ask some questions to narrow down the selection of products that we will

provide details on. You will then need to make your own choice about how to proceed.

We will undertake a full review of your requirements and you will be advised

Whose products we offer

In the majority of cases we will carry out a ‘fair analysis’ of the market in order to identify

a suitable product. This means that we will compare products from a sufficiently large number of insurance providers in terms of cover, price, quality of service and other relevant features. In the event of a current contract we will give you

Premium finance providers. We will advise you if competitive credit terms are available

through your insurer or, you have the option of sourcing your own credit agreement.

Information on Costs

In addition to the premiums charged by insurers, which includes commission income to

us as a percentage of the premium, we may charge a professional fee to cover the placing and ongoing handling of your insurance. We normally make the following standard charges to cover the administration of your insurance:

Arranging new policies and renewals:

£ 25.00

Mid-term adjustments or cancellations:

£ 25.00

Providing hard copies electically produced documents

£ 10.00

Replacement/duplicate policies, certificates or cover notes:

£ 25.00

Provision of insurance details to third parties

£ 25.00

From time to time depending on the work and risk involved it may be necessary to charge

greater fees. The specific amount and purpose of any professional fee and administration charges will always be advised to you in advance. We earn the entirety of our commission and/or fees when your risk is successfully placed and take our commission and/or fees immediately upon receipt of payment unless agreed otherwise with your insurer.

Disclosure of Earnings

You are entitled at any time, to request information regarding earnings that we, or any other intermediary we have used, receive as a result of placing your business. In addition to commission fees we may also receive payments based on volume of business or profitability of the account placed with them. These payments can vary from year to year. Such remuneration is only earned on the basis that it does not detract from our obligation to act in your best interest at all times.

Payment Terms

We normally accept payment by cheque, BACS, debit or credit card. A 2% charge will be levied for payment by any of these payment methods. We require full payment of the premium on or before the time of cover being effected. You may be able to spread your payments through a credit scheme either run by your insurer or by a finance provider and we will advise you if these options are available.

How we will handle your money

Our Statutory Trust account has been set up in accordance with strict rules laid down by the Financial Conduct Authority and we are the Agents controller for the collection of certain premiums. In arranging your insurance, we may employ the services of other intermediaries who are regulated by the FCA and your premium may be passed to these intermediaries for payment to insurers. Any interest, or investment returns, earned on your money whilst in our possession will be retained by us.

Mid-term adjustments or cancellations

In the event of an adjustment that results in a return of premium or cancellation mid-term, we will refund any premiums received from insurers net of our full commission and any charge made by insurers. Where the premium is being paid by instalments we will claim our full commission along with any charge made by the insurers in the calculation of any outstanding monies.

Consumer Cancellation Rights

Permanent or status-related business trade or profession have 14 days to cancel the insurance policy without penalty. The cancellation period begins the later of, the day of the conclusion of the contract or when the contractual terms and conditions are received.

Exercising the right to cancel means that you have withdrawn the contract and the

cover is terminated. When exercising the right to cancel, costs may be incurred for the service provided.

Cancellations due to premium instalment default

If any credit agreement payment is not met, you acknowledge and agree that we may instruct on your behalf the relevant insurer to cancel the insurance and to collect any refund of premiums which may be made by the insurer and use it to offset any outstanding costs. Cancellation of the insurance policy means there is no cover in force should a claim occur.

Use of Threatening or Abusive Behaviour or Language

The use of threatening or abusive behaviour or language to our staff or suppliers is not acceptable. In any circumstances we will always try to protect our staff and suppliers from this. If you use of threatening or abusive behaviour or language, or intimidation or bullying to our staff or suppliers we reserve the right to cancel your insurance(s) giving you 7 days’ notice in writing for any known or unknown reason for cancellation. We will provide a return of premium in accordance with your policy(ies)s cancellation conditions and our cancellation charges.

Insurers

Whilst we check the authorisation and regulatory status of any firm with which we place business, we cannot be held responsible if that firm subsequently ceases to trade.

Fair Treatment of Customers

We set high standards for ourselves and it is our intention to provide fair treatment of customers fairly at all times. We have appointed Steven Lewis to oversee this within the firm. If at any time you feel you have not been treated fairly, please contact us in order that the matter may be addressed.

Prevention of Bribery

It is our intention to meet the requirements of the Bribery Act 2010. We have appointed Steven Lewis with overall responsibility for the prevention of bribery. If, at any time, you feel that we have acted in a way that meets the requirements of the Bribery Act 2010 you should contact us immediately.

Your Duty to Provide Information (Consumers)

If it is your duty to take reasonable and necessary steps to answer questions honestly and to the best of your knowledge. If you do not, your insurance policy may be cancelled or treated as if it never existed or your claim may be rejected or not paid in full. It is important that all statements you make on proposal forms claim forms and other documents are full and accurate. If a form is completed on your behalf, you should check that the answers shown to any of the questions are true and accurate before signing the document. Before signing any request for a quote or policy it may be prudent to consider whether your insurer could invalidate your insurance cover and mean that part or all of a claim may not be paid.

Fair Presentation of Risk (Non-Consumer Clients)

It is your statutory duty before entering into a contract of insurance, prior to an alteration and at renewal to make a fair presentation of the risk to be insured and to ensure that information is provided in a clear and accessible format. Once we have collated the information about the risk copies of the information may be sent to you for checking.

Where practical every material circumstance should be disclosed. We will expect you to make reasonable enquiries and to actively gather information however, where this is not practical you must make us aware, as your broker, that further enquiries are needed to accurately underwrite the risk. Any questions put to you in a proposal form or otherwise must be answered honestly, accurately and in good faith.

Claims

As part of our service we can assist you with any claim you need to make. When you first become a customer we will give you details of how you can make a claim and tell you what your responsibilities are in relation to making claims. If you are ever in any doubt as to what action to take in the event of a claim, please contact us at the address above.

Retention of Documents

Where premiums, fees or other charges are owed to us, insurers, premium finance providers or other suppliers, we may retain your documentation, including but not limited to policy documents, schedules, other risk information, claims experiences and proof of no claim bonus/discount, until such that a time that any debt owing is settled in full.

Complaints

It is our intention to provide you with a high level of customer service at all times. If you should wish to make a complaint about our service, we have a formal complaints procedure. In the first instance you should address your complaint to Steven Lewis. We will supply you with a copy of our complaints procedure should you require it or at any time upon request. You will be advised of any redress available to you, should you believe the matter has not been resolved to your satisfaction. If you cannot settle your complaint with us, you may be entitled to refer your complaint to the Financial Ombudsman Service. Alternatively, other out of court complaint and redress procedures may be available.

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Full details and further information on the compensation scheme is available via the FSCS.

Confidentiality (How We Use Your Information)

All personal information about you will be treated as private and confidential. We are registered with the ICO as a data controller. We undertake to comply with the General Data Protection Regulation (GDPR) in all of our dealings with your personal data. Your personal information will be kept secure. If you require more information on how we use your personal data we refer to our privacy notice.

Claims and Underwriting Exchange Register and Motor Insurance Anti-Fraud Register

Insurers pass information to the Claims and Underwriting Exchange Register operated by Database Services Limited and the Motor Insurance Anti-Fraud Register compiled by the Association of British Insurers. The objective is to check information provided and to prevent fraudulent claims. Motor insurance details are also added to the Motor Insurance Database operated by the Motor Insurers’ Information Centre (MIIC), which has been formed to help identify underinsured drivers and people who are not entitled to drive. In the event of an accident, this database may be used by insurers, MiIC and your motor insurer to identify relevant policy information. Other insurance related databases may also be added in the future.

Applicable Law

This Terms of Business document is subject to English Law and the jurisdiction of English Courts.

Acceptance of Terms of Business

We will provide you services to support you under these Terms of Business. Acceptance of insurance with us is acceptance by you that these Terms of Business are applicable in full.

Terms of Business Effective 01/10/2018