

TERMS OF BUSINESS

The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

Our Service

In arranging Insurance for our customers, we act as an Independent Intermediary. Our service includes advising you on your Insurance needs, arranging your Insurance cover with Insurers to meet your requirements and helping you with any ongoing changes you have to make.

We can also issue policies on behalf of certain Insurers.

We act on your behalf in arranging your Insurance.

We offer a wide range of Insurance products and have access to leading Insurers in the market place. We will send you documents confirming full details of your cover, Insurers and premiums paid. As your independent intermediary we are fully authorised by Financial Services Act on the conduct of general business.

Disclosure

It is your responsibility to provide complete and accurate information to insurers when you take out your insurance policy, throughout the life of your policy and when you renew your insurance. Failure to disclose information pertaining to your insurance, or any inaccuracies in information given, could result in your insurance policy being invalid or cover not operating fully.

It is important that you ensure 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 questions are true and accurate before signing the document.

You are reminded that it is an offence under the Road Traffic Act to make any false statements or withhold any relevant information to obtain an Insurance Certificate.

You are advised to keep copies of any correspondence you send to us direct or to your Insurer.

If you are in any doubt about whether information is material, you should disclose it.

Premiums and Financial Aspects

In order to offer you credit facilities, we are registered under the Consumer Credit Act and our Licence Number is 243831.

We normally accept payment by guaranteed cheque or by various debit/credit cards.

You may be able to spread your payments through insurers' instalment schemes or a credit scheme that we have arranged with a third party finance provider. We will give you full information about your payment options when we discuss your insurance in detail.

We may keep certain documents, such as your insurance policy documents or Certificate, while we are waiting for full payment of premiums. In these circumstances, we will ensure that you receive full details of your insurance cover and will provide you with any documents that you are required to have by law.

We will hold monies received from you in a designated Insurance Bank Account. We will remit such monies to insurers in line with our agreement with them.

Charges

As Independent Intermediaries, we are paid commission by your Insurance Company, details of which are available on request. In certain circumstances we also reserve the right to make the following charges to cover administration costs:-

Mid Term Adjustments	£10.00
Mid Term Cancellations	£15.00
Replacement/duplicate Certificates or Cover Notes	£15.00

The specific charge and purpose of any additional charges will always be advised to you in advance.

Return premiums usually arising if an insurance risk is reduced or a policy cancelled.

On a return premium, we repay commission on the amount to your insurer and this will be deducted from the final amount refunded to you.

In view of the costs involved, we will not issue any return premium that is less than £15 (after deducting reclaimed commission). An amount less than £30 will be held to your credit and can be utilised against any future insurance policy with us.

If a Policy is cancelled, we will refund any return premium due (after deduction of the commission).

Claims

When we receive notification of an incident that might give rise to a claim under your policy, we will inform the Insurer without delay and, in any event, within three working days.

We will advise you promptly of Insurers' requirements concerning claims, including the provision, as soon as possible, of information required to establish the nature and extent of a loss.

We will forward any payments received from insurers in respect of any claim, to you, without delay.

We will notify you of any request for information we receive from your Insurers.

Customer Protection Information

It is our intention to provide you with a high level of customer service at all times. However, if, at any time, you are dissatisfied with the service we provide, we have a formal Complaints Procedure. You should therefore take the following course of action:-

In the first instance, you should discuss this with the member of staff you have been dealing with.

If you remain dissatisfied, please ask to speak to one of the **(Principals, Partners or Directors)** of the business.

If you remain unhappy and your complaint relates to a contract of insurance, please direct your complaint to the Chief Executive of the authorised insurer, as stated in your policy document.

If we find that your complaint is valid, we will agree with you a mutually acceptable form of redress.

If your query relates to the cover afforded by your Insurance policy, you may contact the following:-

The Financial Ombudsman Bureau
South Quay Plaza
183 Marsh Wall
London E14 9SR

By making a complaint, you do not prejudice your rights to any legal proceedings. The parties to a contract of Insurance covering a risk situated in the United Kingdom are permitted to choose the law applicable to the Contract. English Law will govern your Insurance.

Confidentiality

All personal information about our customers is treated as Private and Confidential.

We will only use information we hold about our customers to provide them with information about other products and services, which we feel may be appropriate to them.

Under the Data Protection Act 1998, private customers have a right to see personal information about them that we hold in our records. If you wish to exercise the right, or have any other related queries, you should write to us at:-

Penshurst Insurances Services
Clock Tower Lodge
Maidenhead
Berks SL6 5LW