

# Insure Homes Limited Terms of Business

**Please read this document carefully. It sets out the terms on which we agree to act for our clients and contains details of our regulatory and statutory responsibilities.**

## 1. Explaining our Status

Insure Homes Limited, PO Box 29, Cheltenham, GL52 8GW is an appointed representative of Advent Insurance Services, PO Box 16, Cheltenham, GL52 8WU who are authorised and regulated by the Financial Conduct Authority, Register No. 311694. Insure Homes Ltd's permitted business is arranging general insurance contracts. You can check the register by visiting the FCA's website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768.

## 2. Explaining our Service

Insure Homes Ltd will act on your behalf and subject to the terms and conditions of this document accepts responsibility for arranging your insurance. Our service does not include providing any advice or recommendations but we will ask you questions to narrow down the selection of products we will provide details on. You will then need to make your own choice about how to proceed.

Our service includes arranging your cover with insurers as per your instructions and helping you with any ongoing changes you wish to make.

## 3. Insurers

As an appointed representative of Advent Insurance Services we are only able to place insurance with a single insurer and are not able to offer general analysis of the insurance market. Some Insurance providers may carry out checks with credit reference and fraud protection in order to provide you with a quote. A specimen policy is available for all of the policies we provide.

## 4. Information on Costs and Methods of Payment

You can choose to pay the annual premium in full by guaranteed cheque, most major debit or credit cards and Bacs payment. In many cases you will be able to pay monthly by direct debit, and for this facility credit is provided by Premium Credit Ltd., 60 East Street, Epsom, KT17 1HB, for which a credit agreement will need to be entered into. We will provide full details of the finance agreement option upon your request. **Please note that your policy cover will cease if you fail to keep up payments on a direct debit facility related to it.**

## 5. Fair Treatment

We aim to treat you fairly at all times by ensuring that we provide you with adequate information regarding any insurance product we provide details on, for you to make an informed choice as to whether to proceed. We never deliberately put ourselves in a position where our interests, or our duty to another party, prevent us from discharging our duty to you.

## 6. What you will pay for our services

The remuneration we receive for our services will be brokerage (a percentage of the premium allowed by the insurers) and/or a fee which will be specifically advised to you. If you would like to know the amount of commission that we are paid in respect of your insurance contract, this information is available on request. Brokerage and fees are earned for the policy period and we reserve the right to retain all or part of the commission earned on any premiums subsequently returned.

## 7. Confirmation of Cover

We will provide you with written confirmation and details of the insurance that has been effected on your behalf, as well as the documentation provided by the Insurers who have subscribed to the risk. Please review coverage as recommended under 'Your Responsibilities.'

## 8. Your Responsibilities

You are responsible for reviewing all Policies issued very carefully, as it is these documents, the schedule and any certificate of insurance that are the basis of the insurance contract purchased. Particular attention should be paid to any policy conditions, exclusions, warranties and claims provisions, as failure to comply may invalidate your cover. If there is any doubt about these, immediate advice should be sought from us.

## 9. Your Duty to Provide Information

Please take all reasonable care to provide complete, accurate and honest answers to all the questions we ask you when dealing with your insurance. If the information you have provided is not complete or accurate, your policy may be cancelled, cover and/or premium revised or any claim rejected or not fully paid.

## 10. Payment of Premiums

We adhere to strict terms for payment of insurance premiums. Any insurance contract and subsequent premium agreed by you must be paid within seven days of our written request, and in respect of any renewal invitation the

premium must be received prior to the renewal date in order for continuous cover to be continued. In the event that you fail to pay your premium by the due date, the insurance may be cancelled forthwith or by Insurers giving notice of the cancellation.

For the avoidance of doubt we have no obligation to fund any premiums, duties, taxes or fees on your behalf. We have no responsibility for any loss that you may suffer as a result of Insurers cancelling the insurance or taking other such prejudicial steps as a result of the late payment of such sums. You agree that settlement of premiums in good time is your responsibility.

## 11. Client Money

Under the terms of our agreements with the Insurance companies with whom we place business, we normally receive premiums you pay to us as Agent of the Insurer. You have the additional protection of insurance companies accepting that monies paid to us are treated as being received by them (Risk Transfer). Please ask if you require further details. We do not pay any interest on premiums held by us in the course of arranging and administering your insurance. 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.

## 12. Renewal and Cancellation of Insurance

We will provide you with your invitation to renew prior to 21 days before the renewal date unless such documentation is not yet available from your Insurers or the Insurers are unable to offer you renewal terms. Where you have arranged for your premium to be paid by monthly direct debit the contract will be automatically renewed unless you specifically notify us otherwise before the renewal date. This means that insurance will continue to be provided to you and you will be obliged to continue to pay for such insurance, unless your existing Insurers are unable to offer you renewal terms.

Policies may be cancelled by notifying us by letter or e-mail confirming the reason and the date of cancellation (this cannot be back-dated). Refunds are allowed subject to the Insurer's cancellation procedures as found in their policy documents and subject to no claims having been made during the period of insurance, Insurers will normally allow a refund against annual premiums. Refer to your policy booklet for details of the Insurer's cancellation charges. For consumers, many policies will provide you with a 14 day reflection period to decide whether you wish to continue for the full policy term. This is subject to certain conditions and these will be detailed in the policy wording.

## 13. Claims

Should any incident occur which may give rise to a claim under your insurance you should contact the Insurer directly; such details will be provided in your policy document or available from us on request.

## 14. Confidentiality & Security

We will treat all your personal information as private and confidential to us and anyone else involved in providing your insurance. This applies even when you are no longer a customer. We do not share your personal information with any third parties except on your instructions or authority, or where we are required to do so by law, or by virtue of our regulatory requirements. Under the Data Protection Act 1998 you have the right to see personal information about you that we hold on our records. If you have any queries, please contact us.

## 15. Complaints

We aim to provide you with a high standard of service, but should you feel that we have failed to achieve this please let us know and we will endeavour to resolve the matter to your satisfaction. If your complaint is concerning the service you have received from your insurers you should refer to your policy booklet and follow their complaints procedures. However, if you are not satisfied with our service you should refer the matter to us by letter, email or telephone and request our Complaints Procedure.

If after our response you are still not happy you may be entitled to refer it to:

**The Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Wall, London, E14 9SR (Tel: 0800 023 4567)**

## 16. 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. Information about the Compensation Scheme arrangements is available from the Financial Services Compensation Scheme, [www.fscs.org.uk](http://www.fscs.org.uk)

## 17. Law and Jurisdiction

This agreement which sets out the terms of our relationship with you, and will be governed and construed in accordance with English Law and any dispute arising under it shall be subject to the exclusive jurisdiction of the English Courts. **Please note these Terms of Business do not affect your normal statutory rights**