

TERMS OF BUSINESS

About us

CoverMarque Ltd of 15 South Western House, Canute Road, Southampton, SO14 3AL is authorised and regulated by the Financial Services Authority. Our Firms reference number is 310705. We are permitted to arrange, advise on, deal as an agent of insurers, and assist in claims handling with respect to non-investment insurance policies. You can check these details on the FSA's Register by visiting the FSA's website <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234.

Your duty of disclosure

Your insurance is based upon the information provided to the insurance company and you must ensure that all such information is complete and accurate, and that any facts that may influence the insurer's decision to accept the policy and what terms are applied must be disclosed. You have a duty to disclose these facts before the policy commences and throughout the whole policy period.

Failure to disclose material information may invalidate your insurance and could mean that part, or all, of a claim may not be paid.

Fees and charges

A Scheme Fee being equal to 15% of the premium will be charged at inception of your policy for administration charges. These will also apply if you instruct us to carry out a mid-term adjustment, renewal, cancellation, or any other work on your behalf. We reserve the right to waive or reduce these fees at our discretion. If you do not pay in full for your policy within 7 days from inception, or on otherwise agreed credit terms, then we reserve the right to charge interest on overdue balances at a rate of the Bank of England base rate plus 8%. We also reserve the right to use a debt recovery agency to collect any money owing, with any costs incurred by us being added to the original debt.

How to claim

Please refer to your policy summary or your policy document if you need to notify a claim. You should contact the insurer direct as soon as possible using the contact details provided in the policy document. Please also report the claim to us as soon as possible thereafter on 02380 330 360 so that we may assist in the progression of the claim.

Protecting your information

All personal information about you will be treated as private and confidential (even when you are no longer a customer), except where the disclosure is made at your request or with your consent in relation to administering your insurance, applying for finance on your behalf and except where law requires us. The FSA may ask us to provide it with access to our customer records in order that it may carry out a review of our activities.

Some or all of the information you supply to us in connection with your insurance proposal may be passed to insurance and other companies for underwriting, claims and premium collection purposes. Your data will be held in accordance with the *Data Protection Act 1998*, under which you have a right of access to see personal information about you that is held in our records, whether electronically or manually. If you have any queries, please write to Nick Drew at the above address.

Protecting your money

Prior to your premium being forwarded to the insurer, and for your protection, we either hold your money as an agent of the insurer (in which case your insurance is treated as being paid for), or we hold it in a client bank account on trust for you. We may extend credit to other customers from this account and we may need to transfer your money to another intermediary in some cases. However your money will be protected at all times because of the requirements of the FSA rules. We also reserve the right to retain interest earned on this account.

By accepting these Terms of Insurance Business you are giving your consent for us to operate in this way.

How to cancel

Our policies are non-refundable as they are Minimum and Deposit Policies. Please refer to your policy summary or your policy document for further details. A pro rata refund of premium from the insurer is at their discretion. If insurers grant a refund then we may retain all or part of our commission.

Complaints

It is our intention to provide a high level of service at all times. However if you have reason to make a complaint about our service you should contact Nick Drew. You may be entitled to refer the matter subsequently to the Financial Ombudsman Service. You can contact the Financial Ombudsman Service by telephone on 0845 0801800 and further information is available at <http://www.financial-ombudsman.org.uk/>. If you decide to refer any matter to the Financial Ombudsman Service your legal rights will not be affected.

Compensation arrangements

We are covered by the Financial Services Compensation Scheme. 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. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS on 020 7892 7300 or by visiting <http://www.fscs.org.uk/>.