

Bollington Insurance Brokers Limited Van Insurance Terms of Business

Who we are

"We/us/our" means Bollington Insurance Brokers Limited, a subsidiary of The Bollington Wilson Group. Our Group Head Office is Adlington House, Bollington, Cheshire, SK10 5HQ. Telephone: 0845 688 5529 Fax: 0845 050 0051 Website: www.bollington.com

Regulation

We are authorised and regulated by the Financial Conduct Authority, 25 The North Colonnade, Canary Wharf, London E14 5HS (FCA) to sell general insurance product. Our FCA reference number is 229342. These details can be checked on the FCA register by visiting their website www.fca.org.uk or by contacting the FCA on 0800 111 6768.

Capacity/Service/Selection

We are an intermediary acting on your behalf. You will not receive advice or a recommendation from us and you will need to make your own choice about how to proceed. In respect of Van Insurance we have carried out a 'fair analysis' of the market in order to identify a suitable product, we would be happy to discuss with you the scope and outcome of our search and you can ask us, at any time for their details. We use ERS and Trinity Lane Insurance for breakdown cover.

Your Contract of Insurance - Information we need to know about

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to and renew your policy. If the information provided by you is not complete and accurate the insurer may:

- * cancel your policy and refuse to pay any claims: or
- * not pay any claim in full: or
- * reduce the level of cover

Awareness of Policy Terms

When a policy is issued you are strongly advised to read it carefully. It is the policy document, the schedule and any certificate of insurance that is the basis of the insurance contract

Remuneration and Charges

Our remuneration is normally a commission payable to us by the insurer. We may also receive additional payments from insurers reflecting profitability and/or volume of business placed with them, these payments will be retained by us. In addition, for all policies, we will make the following administration charges:

- £60 for arranging your new policy
- £60 for renewing your existing policy
- £20 for cancelling your policy
- £25 for mid-term changes
- £20 for duplicate document requests
- £10 for defaulted cheque payments

If we or you make a change, or cancel your policy mid-term which results in a return premium, we will retain any commission and/or fees to cover our administration costs. We may also receive additional payments from insurers reflecting profitability and/or volume of business placed with them, these payments will be retained by us.

Claims

If you have to claim on your policy or have been involved in an incident that may result in a claim you must notify us immediately/ Telephone 01603 779257. Failure to do so may invalidate your claim. In an emergency, or outside our business hours, please refer to your policy for guidance. You should not admit liability, or agree to any course of action other than emergency measures to minimise a loss, until you have agreement from your insurer.

Customer Protection Information

Our intention is to provide you with a high level of customer service at all times. If there are occasions when we do not meet your standards please contact our Compliance Manager at Group Head Office, Adlington House, Bollington, Cheshire, SK10 5HQ. Telephone 01625 574342. We will advise you within 5 working days who will deal with your concerns. If we cannot address your concerns immediately a full reply will follow within 8 weeks, unless we are waiting for information from another party, in which case we will advise the likely timescale involved. If we cannot settle your complaint you may be entitled to refer it to the Financial Ombudsman Service.

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. In respect of insurance advising and arranging, the maximum level of compensation for claims against firms declared in default on or after 1 January 2010 is 90% of the claim with no upper limit. Claims for compulsory insurance are protected in full. Further information about the compensation scheme arrangements is available from the FSCS at www.fscs.org.uk.

Data Protection

We will process any personal information we obtain in the course of providing our services to you in accordance with the Data Protection Act 1998. In administering your insurances and where applicable arranging premium finance it will be necessary for us to pass such information to insurers and other relevant product or service providers which may also provide us with business and compliance support.

We may also disclose details to relevant parties, as necessary, to comply with regulatory or legal requirements. We may contact you or pass your details to other companies associated with us in order to promote products or services which may be of interest to you. We will not otherwise use or disclose the personal information we hold without your consent.

Some of the details you may be asked to give us, such as information about offences or medical conditions, are defined by the Act as sensitive personal data. By giving us such information, you signify your consent to its being processed by us in arranging and administering your insurances.

Subject to certain exceptions, you will be entitled to have access to your personal and sensitive personal data for which you will be charged a small administration fee. If at any time you wish us, or any company associated with us, to cease processing any of the personal data or sensitive personal data we hold, or to cease contacting you about products and services, please write to our Compliance Manager at the above address.

Credit Checks

We, and other firms involved in arranging your insurance (insurer, other intermediaries or premium finance companies) may use public and personal data from a variety of sources including credit reference agencies and other organisations. The information is used to help tailor a price, to ascertain the most appropriate payment options for you and to help prevent fraud. Any credit reference search will appear on your credit report whether or not your application proceeds.

Client Money

The FCA rules are designed to protect you in the event that an insurance intermediary fails or is unable to transfer:

- a) any premium money it has received from you to the insurer.
- b) any claims or return premium monies that it has received from the insurer to you.

We are governed by strict rules pertaining to Client Money, set down by the FCA. Where we hold monies in a client bank account we may earn interest on monies held, which will be retained by us. Our agreement terms with different insurers vary as to whether we hold premiums as an agent of the insurer. When this is the case, the premiums we collect are treated as being paid to the insurer. When we do not act as agent of the insurer you will be advised, and we will process your premiums in accordance with the FCA rules. We may transfer client money to another person, such as another broker, for the purpose of effecting a transaction on your behalf through that person. We remain responsible to you in respect of that money.

Instalments

As a licensed Credit Broker, we can arrange for payment of your premium to be spread over a number of instalments by introducing you to third party premium finance companies and/or insurers' own monthly payment facilities. Please be aware that failure to keep up with your instalment payments (default) may result in the policy being cancelled. In addition, in situations where we have been left a debt by the third party finance provider we will recover this debt from you and this will be subject to an additional £30 administration charge.

Cooling Off Period

If the insurance does not meet your needs, you have the right to cancel the contract in writing returning all policy documents within 14 days of receiving them.

Miscellaneous

These terms of business shall be governed by and construed in accordance with English law. Please contact your advisor if there is anything in these terms of business you do not understand, need further clarification on, or with which you disagree.