

Insurance-Desk Services

TERMS OF BUSINESS FOR GENERAL INSURANCE AND EXPLANATION OF INTERMEDIARY STATUS

WHO WE ARE AND HOW TO CONTACT US: Mr John Robert Cox Trading As Insurance-Desk Services
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OUR SERVICE: We are an Independent Insurance Intermediary. Our service includes: providing you with details of insurance products available to us. We will ask you questions to determine that the product we are offering is applicable to your circumstances. You can then choose whether you wish to proceed with this product. We will arrange your insurance cover with Insurers to meet your requirements based on a fair analysis of the market and will help you with any changes you have to make to your Policies. We also offer a service to assist you with any claim you need to make. We do not usually assist in the recovery of uninsured losses. For some of the policies we arrange, you will deal directly with the Insurer for ongoing policy administration.

STATUS: We act on your behalf in arranging your insurance. With regard to the collection of any monies, we act as agents for the Insurer, in some instances we are an agent of other Insurance Intermediaries and in this event we will make the situation clear to you on an individual basis.

CHOICE OF PRODUCTS: We offer a range of Insurance Products for our Private and Business Clients.

PROFESSIONAL INDEMNITY: Our Company complies with Financial Services Authority by maintaining Professional Indemnity Insurance providing cover with a minimum limit of £750,000.

PAYMENT OF PREMIUMS: We normally accept payment by cheque. You may be able to spread your payments via your Insurer's instalment scheme, or credit facilities we have arranged with leading Finance Houses. We will give you full information about your payment options when we discuss your insurance in detail.

CREDIT TERMS: We are the agent of the Insurer for the purpose of collecting premiums. We require full payment of the premiums at inception, renewal or at the time of a mid term adjustment unless special terms have been agreed in writing. Should you not comply with those terms and we do not specifically agree to a variation, we reserve the right to cancel the policy giving not less than seven days notice by recorded delivery to the last known address.

CHARGES: We reserve the right to make charges for the arrangement, amendment and cancellation of any insurance policy. These charges will always be clearly identified. We make a non-refundable charge of up to £25 per annum for the issue of any policy, mid term adjustment or renewal, this is only charged once. Any cancellation of a policy or refunded premium may incur a charge of up to 15% of the return premium allowed by Insurers.

DOCUMENTS: We reserve the right to retain any Certificate of Insurance and other documentation at this office until all payments due under the policy have been cleared through our bank account. Any agreed facilities for payment of premiums by instalments will require your written approval for us to retain such documents until all such payments have been received. In these circumstances we will ensure that you receive full details of your insurance cover and will provide you with any documents which you are required to have by Law.

CLAIMS: In the event of an incident that may give rise to a claim on your policy, you must notify us promptly. We will advise you of your Insurers procedure at the time and either issue a claim form and pass all details to the Insurers or direct you to the Insurers own Help Line. You must not admit liability nor agree to any course of action until confirmation of such action from the Insurer is received.

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DISCLOSURE OF INFORMATION: It is your responsibility, as a matter of Law, to provide complete and accurate information when you take out a policy, throughout the life of the policy, when you renew the policy and if you make a claim. All statements included in proposal forms, statements of fact, claim forms and other documents must be full and accurate. Any matters or information which might influence your Insurer as to the acceptability or otherwise of your proposal for insurance or the renewal of it must be disclosed at the earliest opportunity and certainly at each renewal. If you fail to disclose any material information or change of circumstances to us, this could invalidate your insurance cover and could mean that part or all of a claim may not be paid. If you are unsure about any matter you should contact us for assistance and you are advised to keep copies of all correspondence that you send to us for your own protection.

YOUR CANCELLATION RIGHTS ('COOLING-OFF' PERIOD): You may have the right to cancel your policy during the period of 14 days from the commencement date of cover or after you receive your policy, whichever is later. Full details are provided in the insurer's policy document but, in essence, if cover has commenced, you will be entitled to a refund of the premium paid, subject to a deduction from the time on cover calculated on a pro rata basis. We may make an additional charge to cover the administrative cost of providing the policy.

To exercise your rights, if applicable, to cancel please contact us. If you do not exercise any applicable rights to cancel during this period it will continue to be in force for the full term and you will be required to pay the premium as stated.

CONFIDENTIALITY: The information you supply will be kept confidential to the Company and its associated and/or subsidiary companies and the Insurer with whom it deals except or unless we are required by Law to make any disclosure. We may use information we hold about you to provide information to you about other products and services that we feel may be appropriate to you. Under the Data Protection Act 1998 you have the right to see personal information about you that we hold in our records. If you have any queries, please write to us at the above address.

CLIENT PROTECTION INFORMATION: We are authorised and regulated by the Financial Services Authority. Our FSA Register Number is 305402. You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register. It is our intention to consistently provide and maintain a high level of client service. We are covered by the Financial Services Compensation Scheme. In the unlikely event that we are unable to meet our obligations you may be entitled to compensation from the scheme. This depends on the type of business and the circumstances of the claim. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. For other classes of insurance, advising and arranging is covered for 100% of the first £2,000 of a claim and 90% of the remainder of the claim. There is no upper limit in either case. Further information is available at www.fscs.org.uk or ring 020 7892 7300.

Should you wish to make a complaint about our service, we have a formal notification procedure. In the first instance you should contact us in writing or by phone, fax or e-mail. Please address your complaint to The Compliance Officer in the first instance. Within five working days we will either deal with the complaint or advise you in writing the action we are taking concerning your complaint and the timescale within which we will deal with the matter. If the matter is not resolved to your satisfaction you may at any time contact your Insurers direct. The appropriate address and telephone number are shown in the policy documentation. If you are dissatisfied with the final decision you may be able to refer the matter to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London, E14 9SR; telephone 0845 080 1800; website www.financial-ombudsman.org.uk.