

INSURANCE TAILORS LTD - TERMS OF BUSINESS

INTRODUCTION

Insurance Tailors Ltd is an independent intermediary authorised and regulated by the Financial Services Authority. Our FSA registration number is 475691. You can check this by visiting www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234. This document sets out the Terms of Business under which we will provide our services to you, and which takes effect from the date of issue. Please retain for your records. The FSA is the independent watchdog that regulates financial services.

PRODUCTS & SERVICE OFFERED

We offer insurance policies from a range of insurers for personal and commercial requirements including (but not limited to) motor cars, commercial vehicles, motorcycles, home buildings and contents, commercial premises, public and employers' liability, travel insurance. We can only offer products from a limited number of insurers for personal and commercial Life and Protection insurance.

Upon receipt of your instructions we will attempt to place insurance with appropriate insurers and keep you informed of the progress of our negotiations.

We will advise and make a recommendation for you after we have assessed your needs. We will also advise you of any inability to place your insurance and may introduce you to another authorised intermediary if we feel their products are more suited to your requirements.

INSURER SOLVENCY

Under no circumstances do we act as an insurer or as guarantor of any insurer with whom we place business. You may be liable to pay a premium, whether full or pro rata, under a policy even where the insurer has become insolvent.

COOLING OFF PERIOD

You have a 14 day "cooling off" period from the date your policy was concluded. To cancel your policy within this time, you must write to us confirming your intent and enclose your certificate of insurance (for vehicle cover). We will return your premium less a proportionate charge for the period of cover and less any fee or insurer administration charge.

PREMIUMS, FEES & PAYMENT

We collect premiums as agent of the insurer. This means that once you have paid the premium to us, it is treated as having been paid to the insurer. You may pay by cheque, bank transfer, or in instalments, subject to status. We will, for your protection and subject to your insurer offering renewal terms, automatically renew your existing policy unless you instruct us otherwise.

We will not charge you a fee for our services, unless we notify you in writing and where this is the case, it will always be agreed in advance.

DOCUMENTATION

Our aim is to provide your policy documentation in a timely manner confirming the basis of the cover and giving details of the insurer(s). You should examine any insurance documents we send to you very carefully to ensure they meet your requirements. If you believe they are incorrect please advise us immediately. Notification of mid-term changes to your policy will be provided in good time, prior to the change taking effect.

MAKING A CLAIM

We are here to help and to act on your behalf. We will guide you through what can often be a difficult and stressful time, and help make certain the insurer provides the responsive service you are entitled to expect. In the event of an incident which may give rise to a claim, please notify us immediately using the contact details in your documentation. As part of our service, we will monitor the progress of your claim, and provide appropriate guidance.

POLICY RENEWALS

In good time prior to the expiry of your policy we will advise you on what terms a policy for a further period will be offered by the insurer of the current policy or notify you that the current insurer is not inviting the renewal. If we do not offer terms from the current insurer, we may provide terms for a policy available from another insurer. Where terms are offered by your current insurers, we will provide details of any changes to the terms of the policy, an explanation of those changes where necessary and any further information prescribed by our regulator.

Your agreement to this section provides us with your authority and represents your prior request for us to renew your policy or arrange an alternative policy as outlined above. You have the option to revoke this authority by advising us in writing the no cover may be renewed or alternative cover arranged without your specific instruction.

DISCLOSURE OF INFORMATION

All material facts that may affect the risk must be disclosed fully on each proposal form or appropriate communication. If in doubt as to whether a fact is material, it should be disclosed. It is your responsibility to ensure the accuracy of information supplied. Inaccurate or undisclosed information may invalidate cover. We do not accept liability for any errors or omissions, where a member of staff has completed, or assisted in completing, the proposal form, a copy of which is available on request.

RECORDS AND DOCUMENTS

Our files are confidential. We reserve the right not to discuss matters relating to clients' insurances with any person other than the client or their legal representatives. Personal information, including information of a sensitive nature, provided by clients may be retained on manual and/or computer records and/or other means and will not be disclosed to other parties except to any organisation allowed access under Statute or exercising a legal entitlement to such access. You are entitled to a copy of such information where appropriate and, if incorrect, to have such data corrected.

POLICY CANCELLATION

Any right to cancel an insurance contract will be contained within the policy document. It is usually mandatory for all private customers to have a right to cancel the policy, for whatever reason, within a specified number of days from the beginning of the contract. You may not have the right to cancel after this initial period or, if you do, the insurers may not be required to refund premium on a pro-rata basis.

Our remuneration is considered fully earned upon the formation of the contract of insurance and, in the event that the insurance is cancelled or terminates after inception, for whatever reason, we reserve the right to retain the remuneration we have earned.

MOTOR INSURANCE DATABASE

Motor policy details are added to the Motor Insurance Database (MID), run by the Motor Insurers Information Centre (MIIC). This may be consulted by Police to establish who is injured. If you are involved in an accident (in the UK or abroad), other UK Insurers, the Motor Insurers Bureau and MIIC, may search the MID for relevant policy information. Persons with a valid claim in respect of a road traffic accident (including citizens of other countries) may also obtain certain information which is held on the MID. More information is available at www.miic.org.uk.

E-MAIL

In certain circumstances we may agree to correspond with you by e-mail. By providing your e-mail address you are consenting to us communicating with you via e-mail. If you e-mail a request to arrange insurance cover or to amend any details under an existing policy, cover will not be in force until your request has been accepted by the insurer and we have confirmed this. You must take reasonable steps to ensure that messages are complete and accurate and are secure against being altered in course of transmission, and are free of harmful viruses.

COMPLAINTS

If you wish to make a complaint please contact us:

In writing	Write to Insurance Tailors, Complaints Department, Unit 5, 4 Morie Street, London, SW18 1SL.
By phone	Telephone 08452572268

If you cannot settle your complaint with us to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service (FOS). Please contact our office for more information.

FINANCIAL SERVICE COMPENSATION SCHEME (FSCS)

We are covered by the FSCS. 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 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

NOTES

The headings in these terms of business are for convenience only and shall not affect their interpretation. These terms of business shall be governed by and construed in accordance with English law. If any of the provisions of these terms of business are held to be invalid or unenforceable in the whole or in part the validity of the other provisions of these Terms of Business but they may be varied by us in writing from time to time.