



**Terms of Business Agreement**

**About Coversure Insurance Services**

We are a nationwide group of Independent Intermediaries. Each Coversure office is operated under a franchise agreement and is owned by a franchise holder who will meet you at their local office to answer any of your questions. We are authorised and regulated by the Financial Services Authority (FSA).

**Services We Provide**

In arranging Insurance for our clients we act as an Intermediary and offer a wide range of Insurance products with leading Insurers in the marketplace. The service we provide is described more fully in our Initial Disclosure Document (Key Facts about our Insurance Services) and includes advising and making a recommendation on your insurance needs; arranging cover with Insurers in accordance with your requirements and helping you with ongoing changes.

We will also assist you with any claim you may incur and in order to provide a full "one-stop" service, we require customers taking out Motor Vehicle insurance to also take out a supplementary Legal Expenses policy. This will give you access not only to our exclusive Claimsline service but also to legal representation for pursuing losses which may not be covered by your policy. The cost of this additional insurance will be included in the price quoted to you for the Motor Vehicle insurance and shown separately in your documentation.

**Completion of Proposal Forms/Statements of Insurance**

In order that you have adequate protection it is your responsibility to provide us with complete and accurate information when you take out your insurance policy as well as advise any changes in your circumstances during the period of cover. For example you may move house or change your car. Some changes may reduce your premiums.

It is important that we draw your attention to the declaration and signature section on insurers' proposal forms and Statements of Insurance as any failure to disclose facts material to the insurance, and any inaccuracies in your answers could invalidate the cover and could mean that all or part of a claim may not be paid.

**Complaints**

If you have any cause for complaint please initially contact the manager at this office at the address shown at the foot of this document.

If not satisfied with our response you may also contact the Head Office of Coversure Insurance Services Ltd who will assist you in progressing your complaint. Their contact details are:-

Customer Services Manager  
Coversure Insurance Services Ltd  
Vantage Business Park, Huntingdon PE29 6SR

Tel: 0870 4585021  
Fax: 0870 4585051  
Email: [headoffice@coversure.co.uk](mailto:headoffice@coversure.co.uk)

We will acknowledge your complaint promptly in writing and do our best to resolve the problem quickly, keeping you informed of progress and the measures being taken. In the unlikely event that we have not resolved the complaint within 8 weeks we will write again to explain the reasons and advise when we expect to be able to do so. We will also provide you with information about the Financial Ombudsman Service.

A full version of our Complaints Handling procedures is available on request.

**Telephone call recording**

For training and security reasons, all of our telephone calls may be recorded

**Administration Charges**

In addition to the premiums charged by Insurers we normally make charges to cover the administration of your insurance. Any charges for New Business or Renewals will be advised to you in advance and confirmed in writing in our Statement of Price. Our normal charges for other transactions are:

Mid term adjustments / Cancellations	Up to £100
Duplicate certificates	£15
Green cards	£15
Credit plan arrangement fee	£25
Credit Card payments	-
Late payments/Bounced cheques/ Direct debit defaults	Up to £25

Any likely variation from these charges will be advised to you when you take out or renew your insurance.

If you cancel a policy mid-term we may also make a charge equal to the amount lost to us in commissions reclaimed by insurers. This will also apply to mid term adjustments which result in a premium refund. If you cancel a policy within a 14 day "cooling-off" period we may make a charge of up to £50 sufficient to cover our reasonable costs. It is not our practice to make refunds of amounts less than £10.

**Short Term Instalment Plans**

We operate a short-term instalment plan and additional charges are levied on the following scale:

Total Premium	Instalment Charge
Up to £199	£15
£200- £299	Up to £25
£300- £399	£25
£400- £499	£30
£500- £599	£35
£600- £699	£40
£700- £799	£45
£800- £899	£50
£900+	£55

**Long Term Instalment Plans**

We also offer various long term instalment plans via Insurers and/or Third Party Finance Companies. In these circumstances the charges will be advised to you separately including any arrangement fee which we may charge.

**Holding of Monies**

Monies which you pay to us or which we need to refund to you, will be held for your protection in a statutory trust fund account in accordance with FSA rules. Any interest earned on this money will be retained by us but is expected to be minimal. We may transfer money to another person such as another broker for the purposes of effecting a transaction on your behalf through that person.

**Disclosure of Information**

We would like to contact you from time to time by post, telephone, email or other electronic means to inform you of other products that may be of interest to you. We may disclose information you provide to other companies and they may contact you about your insurance, or to let you know about products or services that may be of interest to you. By requesting us to deal with your insurances you confirm that you are authorised to give consent for the personal data which you provide concerning yourself and others to be used in this way. If you do not wish this information to be used for these purposes please inform us immediately.

