

Terms of Business Agreement

By asking us to arrange/alter or renew your cover, you are accepting these Terms of Business and thereby giving your consent to the actions procedures described in the following sections. Please read this document carefully.



The Financial Conduct Authority

The Financial Conduct Authority is the independent watchdog that regulates financial services. Ribble Insurance Services Ltd is authorised and regulated by the Financial Services Authority. Our FCA Register number is 305035 and you can check our status at <https://register.fca.org.uk/s/> or by contacting the FCA on 0845 606 1234. Our permitted business includes advising, arranging, dealing in and assisting with the placing and administration of all types of General Insurance and Pure Protection policies.

Confidentiality and Data Protection

We will treat all your personal information as private and confidential to us and anyone else involved in the normal course of arranging and administering your insurance, even when you are no longer a customer. We will not give anyone else any personal information except on your instructions or authority, or where we are required to do so by law, or by virtue of our regulatory requirements. We may use information we hold about you to provide information to you about other products and services, which 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 our usual office address.

Our Service

We are an Independent Insurance Intermediary, who acts on our customers' behalf in arranging insurance. Our services include: advising you on your insurance needs; arranging your insurance cover with insurers to meet your requirements; and helping you with any ongoing changes you have to make. As part of our service, we will assist you with any claim you need to make and tell you what your responsibilities are in relation to making claims. If you mislay your policy at any time, we will issue a replacement policy document, if you request it.

Whose products we offer

We usually offer advice from a range of insurers, representing a fair analysis of the market, however, for certain classes of business the policy will be chosen from a more limited number of insurers or even a single insurer. A full list of insurers is available upon request.

The service we will provide you with

We will advise and make a recommendation for you after we have assessed your demands and needs. Our advice will be confirmed in a demands & needs and suitability statement, giving reasons for our recommendation. For some types of insurance, we deal predominantly with a single or limited number of insurers which we have selected as offering value for money and quality service. In respect of these policies, you will not receive advice or a recommendation from us and you will then need to make your own choice about how to proceed.

What you will pay for our services

We usually receive a commission from the insurer with whom we place your business and, in addition, we normally make the following (non refundable) charges to cover administration:

New Policy & Renewal

Mid term adjustments (including cancellations)
Replacement/duplicate certificates or cover notes
Corporate/Business Credit Cards ONLY surcharge
Instalment Defaults & Returned Cheques
Refunds are refunded NET of commission.

We will not normally issue refunds of less than £25 and reserve the right to offset any refunds against premiums due.

Personal lines/Retail policies cancelled during the 'Right to Cancel' period will be subject to an administration charge of £25, IN ADDITION to the premium charged by the insurer for the period of cover provided and our New Policy charge of £25.

Occasionally we may arrange a policy on which we earn reduced, or no commission (a 'net-premium policy') and in these cases we will advise you of the arrangement fee before you take the policy out. Specific charges, which apply to individual policies will be shown on the on our quotation or renewal invitation. The specific charge and purpose of any additional charges will always be advised to you in advance.

Prior to the conclusion of each insurance contract, or upon renewal, we will remind commercial policyholders of their right to be advised of the level of commission which we receive from

Underwriters. You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business.

What to do if you have a complaint

Our aim is to provide a first-class service, however, if you wish to register a complaint, please contact us by writing to The Complaints Manager, Ribble Insurance Services Ltd, 449 Blackpool Road, Ashton, Preston PR2 2LE, or alternatively by telephone to the branch where your policy was purchased.

We will provide you with a copy of our full complaints procedure and respond to you promptly. We will keep you informed of the progress of your complaint and aim to make a final response to you within eight weeks, or keep you informed as to why this is not possible. In the event that your complaint relates to activities or services provided by another party, we will ensure that your complaint is appropriately forwarded in writing, and will track the progress of the complaint and responses of that party.

After our final response has been issued, if you still cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service, for an independent assessment and opinion. The FOS Consumer Helpline is on 0845 080 1800 and their address is:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Your Right to Cancel (Applicable to Personal Lines/Retail customers only)

You have a legal right to cancel your policy for any reason, subject to no claims having occurred, within 14 days of receiving the full terms & conditions. You will always be advised where this Right applies. A charge will apply for the period of cover provided and, in addition, we make an administration charge as detailed above.

If you wish to cancel a policy you must advise us in writing, prior to expiry of the 14-day cancellation period, to our usual office address.

Are we covered by the Financial Services Compensation Scheme?

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS is the UK's statutory fund of last resort for customers of authorised financial services firms, like ourselves. The FSCS can pay compensation if an authorised firm is unable or likely to be unable to pay claims against it, usually because it has gone out of business or is insolvent.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without an upper limit. For compulsory insurances (for example, motor insurance and employers' liability insurance), insurance advising and arranging is covered for 100% of the claim, without an upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Payment Options

We normally accept payment by cash, BACS, cheque or certain debit cards - Visa, Mastercard etc You may be able to spread your payments through insurers' instalment schemes or a credit scheme, which we have arranged with an established insurance premium finance provider. We will give you full information about your payment options and the appropriate finance agreement when we discuss your insurance in detail. We may receive commission to arrange finance agreements, this helps with administrative costs.

Very Important

1. If payment is made by instalments and a claim occurs the balance of premium becomes payable immediately.
2. Your policy cover will cease if you fail to keep up payments on a related instalment agreement or premium finance facility.

Terms of Payment

Our payment terms are as follows (unless specifically agreed by us in writing to the contrary): New policies: immediate payment on or before the inception date of the policy. Alterations to existing policies: immediate payment on or before the effective date of the change. Renewals: due in full before the renewal date. If payment is not received from you in accordance with the above terms, we, or your insurer may be forced to cancel or lapse the relevant policy/policies, which could mean that part or all of a claim may not be paid.

Information on how we treat Payments You make to Us.

Under the terms of our agreements with the Insurance companies with whom we place business, we normally receive premiums you pay to us as Agent of the Insurer. All insurance premiums you pay to us are protected in a Statutory Trust Client Account until we pay insurers. We do not pay any interest on premiums held by us in the course of arranging and administering your insurance. We may pass the money you pay us to another intermediary. We will only do this where it is a necessary part of the process of arranging cover for you.

Your Duty to Provide Information

It is your responsibility to provide complete and accurate information to insurers when you take out your insurance policy, throughout the life of your policy, and when you renew your insurance.

It is important that you ensure that all statements you make on proposal forms, statements of fact, claim forms and other documents are full and accurate.

Please note that if you fail to disclose any information or change in circumstances to your insurers which could influence the cost, or their decision to accept your insurance, this could invalidate your insurance cover, and could mean that part or all of a claim may not be paid.

Notification of Incidents / Claims

It is essential to notify us immediately of all incidents that may result in a claim against your insurance policy. You must do so whether you believe you are liable or not. Any letter of claim received by you must be passed to us immediately, without acknowledgement. Only by providing prompt notification of incidents can your insurance company take steps to protect your interests. Please contact us for guidance on claiming under your policy.

Solvency of Insurers

We cannot guarantee the solvency of any insurer with which we place business. This means that you may still be liable for any premium due and not be able to recover the premium paid, whether in full or in part should an insurer become insolvent.

Cancellation

Other than the 14 day cooling off period under personal lines policies you are entitled to cancel the policy and will be charged the reasonable costs incurred in relation to the cover and services provided. Cancellation by you in other circumstances may result in enhanced short-period charges as determined by the product provider and details can be provided to you at point of sale upon request. Please note that in the event of any premium rebate we are entitled to retain the full amount of commission and fees (if any) charged at inception in addition to a £25 cancellation fee. Requests for cancellation can be either verbal (although they must be followed up with written confirmation) or written but same must be accompanied by the return of any documentation that has been issued including Certificates of Insurance before action regarding cancellation can be taken. You should also be aware that in certain circumstances according to the terms of your policy, insurers may be entitled to cancel your policy and allow a proportionate rebate of premium. Refunds are only provided when received from the insurer.

Money Laundering/Proceeds of Crime Act

We are obliged to report to the Serious Organised Crime Agency (SOCA), any evidence or suspicion of money laundering at the first opportunity and we are prohibited from disclosing any such report.

Language Used

The English language will be used for all communications, the contractual terms and conditions, and any information we are required to supply to you, before and during the duration of the contract.

Governing Law and Other Taxes or Costs

This Agreement shall be governed by the Laws of England & Wales and the parties agree herewith that any dispute arising out of it shall be subject to the jurisdiction of the English Courts. Other taxes or costs may exist in relation to the products and services offered by us which are not paid nor imposed by us.

Telephone Recording

Telephone calls may be recorded for training and monitoring purposes.

Ribble Insurance Services Ltd Registered in England 04250845

449 Blackpool Rd, Ashton Preston

PR2 2LE

01772 333818

ashton@ribbleinsurance.com

11 Hough Lane Leyland

PR25 2SB

01772 299800

leyland@ribbleinsurance.com

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