



Insurance & Finance Consultants Ltd

## Terms of Business

**Gill Insurance &  
Finance Consultants Ltd**  
78 -80 Tavistock Street  
Bedford

### Accepting Our Terms of Business

By asking us to quote for, arrange or handle your insurances, you are providing your informed agreement to these Terms of Business. We draw your particular attention to:

The section headed 'Fraud Credit Checks'

For your own benefit and protection, you should read these terms carefully. If you are unsure about any aspect of our Terms of Business or have any questions regarding our relationship with you, please contact us at *the above address*.

### The Financial Service Authority (FSA)

Gill Insurance & Finance Consultants Ltd is authorised and regulated by the Financial Services Authority (FSA). Our FSA Register number is 441680  
Our permitted business is introducing, advising, arranging, dealing as agent and assisting in the administration and performance of general insurance contracts.  
You may check this on the FSA's register by visiting the FSA website, [www.fsa.gov.uk/register/](http://www.fsa.gov.uk/register/) or by contacting the FSA on 0845 606 1234.

### Our Service

Helping you decide - Our role as an independent insurance intermediary is to advise you and, after we have assessed your needs, to make a suitable recommendation

We do our utmost to remind you about the renewal of your policy. However if we fail to send you your renewal notice due to some circumstances beyond our control, we will not take any responsibility for this. To help protect yourself from NO Insurance cover, you should also keep a note in your diary about the renewal date of your policy.

There is no grace day on the renewal of your policy. To renew your policy we must receive the premium before the renewal date. If the premium will be paid after the renewal date, we will have to set up a new policy which may mean a higher premium than the previous renewal invited premium.

If you are paying by direct debit, Gill insurance & Finance Consultants Ltd may (but accepts no responsibility to) renew your policy automatically if, prior to your renewal date, contact between us has not been successful or you have failed to confirm whether or not you wish to proceed. We would do this for your protection. If you do not wish us to under take this action, please contact us within seven days of your renewal date. If we do not hear from you we will treat this as acceptance of this condition.

### Claims Notification

If you wish to notify a claim please refer to the policy summary. Refer to your policy document for precise details of the insurance cover in force.  
Should you have any queries please contact, Gill insurance & Finance Consultants Ltd

### Complaints

If you wish to register a complaint please contact us:

In writing to: Gill Insurance Finance &  
Consultants Ltd

Complaints Department  
78 Tavistock Street  
Bedford  
MK40 2RP

By Telephone: 01234 353168

When dealing with your complaint, we will follow our complaint handling procedures; a summary of these procedures is available on request. If you are still not satisfied, you may be entitled to refer the matter to the Financial Ombudsman Service.

<b>Personal</b>	<b>Commercial</b>	<b>Miscellaneous / Special Risk</b>
Cars	Shops	Events
Vans	Offices	Motor Trade
Motor Bikes	Surgeries	Employers' Liability
Taxis/ Mini Buses	Landlord	Public Liability
Home & Contents	Business Insurance	Professional Indemnity
Travel Multi Trip & Single	Factories & Workshops	Breakdown
Pets	Religious Buildings	Legal Assistance
Second/ Holiday Homes	Commercial Vehicle	Home Emergency
More...	More...	More....

## Financial services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (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. If you are eligible to claim from the FSCS, compensation is available as follows:

- Insurance advising and arranging is covered for 90% of the claim, without any upper limit  
For compulsory classes of insurance (such as Third Party Motor or Employers Liability), insurance advising and arranging is covered for 100% of the claim without any upper limit

Further information about compensation scheme arrangements is available from the FSCS on 020 7892 7300 or [www.fscs.org.uk](http://www.fscs.org.uk).

## Payment for our services

In addition to the premium charged by the insurers and the wholesale brokers, we may at our own discretion, make the following charges to cover our administrative cost for these specified activities;

<u>Service</u>	<u>Charges</u>
<b>Renewals</b> (Unless we have to Re-Broke the contract)	Nil
<b>Mid - Term Adjustments</b>	<b>£20.00</b>
<b>Mid – Term Cancellation</b>	<b>£25.00</b>
<b>Replacement or lost certificates</b>	<b>£15.75</b>
<b>New Business EDI/Admin Charges</b>	<b>£10.00</b>
<b>Net Rated Policy</b>	<b>10 to 12.5%</b>
<b>Credit Card</b> (Card dependent)	<b>2%-3%</b>
<b>Debit Card Charges</b>	<b>£2.00</b>

\* Since March 2010 after chancellor of Exchequer announcement please note that on all qualifying commercial contracts IPT @ 5% will be applicable on administration charges. For more information please do not hesitate to contact us on 01234 353168

## Notes

### Mid – Term Adjustments

A standard charge (as stated previously) will apply for each temporary or permanent mid-term adjustment. The charge will be applied whether or not an additional or returned premiums arises. Commission will be clawed back at insurers appropriate scale in respect of all policy cancellations.

### Lost or Mislaid Documents

A standard charge will be applied for the re- issue of cover notes and certificate of insurance. Once both documents have been re – issued or produced, the charge will apply even if the document has been subsequently found.

### Terms Applicable to Mid – Term Cancellations of policies

In the event of cancellation mid term, our commission will be deducted in respect of the amount refunded to the insured following cancellation. This will apply whether such cancellation is arranged at the instance of the insured or the insurance company or the wholesale broker. The allowance by an insurer for any reason of a pro- rata return of premium will not result in a variation of this condition.

### Customers Right to Cancel

None of the above cancellation terms shall be deemed to overrule the Customer statutory right to cancel within 14 day ‘cooling off’ period, as detailed within the **RULES** and each Insurers policy documents.

### Fraud Credit Check

To make sure you get the best offer from insurers, now or at any renewal or at any time and to protect their customers from fraud and to verify your identity, they may use publicly available data, which they obtain from a variety of sources including a credit reference agency and other external organisations. Their search may appear on your credit report whether or not your applications proceed. As well as these searches insurance companies may use a credit check to ascertain the most appropriate payment options for you. This credit check will also appear on your credit report whether or not your applications proceed. If you do not wish for this check to take place then please inform us as soon as possible.

### Your responsibility

You are responsible for providing complete and accurate information which insurers require in connection with any proposal for insurance cover. This is particularly important before taking out a policy and at renewal, but it also applies throughout the life of a policy. If you fail to disclose information, or misrepresent any fact which may influence the insurer’s decision to accept the risk or the terms offered, this could invalidate the policy and mean that claims may not be paid. You must check proposal form or statement of facts and pay particular attention to any declaration you may be asked to sign.

It is important that you read all insurance documents issued to you and ensure that you are aware of cover, limits and other terms that apply. Particular attentions must be paid to any warranties and conditions as failure to comply with them could invalidate your policy

Law This terms of business agreement is subject to English Laws.