

## **TERMS OF BUSINESS**

### **About us**

Ingram Hawkins and Nock Limited, The Old Dispensary, Worcester Street, Stourbridge, West Midlands, DY8 1AN (Tel 01384 375555) is authorised and regulated by the Financial Services Authority (FSA). We are permitted to arrange, advise on, deal as an agent of insurers and assist in claims handling with respect to non-investment Insurance policies. You can check these details on the FSA's Register by visiting the FSA's website <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234. Our FSA register number is 308834.

### **Our Service**

Unless otherwise confirmed, we will provide advice, and make recommendations, once we have assessed your needs. Additionally, we will assist you with arranging insurance cover with Insurers to meet your requirements or where requirements cannot be fully met, provide you with enough information to enable you to make an informed decision; helping you with any changes or claims that you may need to make to your insurance during the policy period. We will write to you telling you when you need to renew your policy in time to allow you to consider your options and arrange any continuing cover; If your premium is paid by instalments to the insurer we will instruct insurers to maintain cover beyond renewal date, and to continue to withdraw premium from your bank account, unless you instruct us to the contrary. We will take your reading of these Terms of Business and your instructions to arrange cover to indicate that you understand and have given your consent for us to operate in this way. We will not in any circumstances act as an insurer nor guarantee or warrant the solvency of any insurer. We hold a limited authority to settle your claims on behalf of certain insurers.

### **Products offered**

For the majority of insurances we provide advice based on products from a range of Insurers. However, for the National Masonic Scheme policy, we place all covers with Aviva.

### **Your duty of disclosure**

Your insurance is based upon the information provided to the insurance company and you must ensure that all such information is complete and accurate, and that any facts that may influence the insurer's decision to accept and pay a valid claim are disclosed. *Failure to disclose material information may invalidate your insurance cover and could mean that part, or all, of a claim may not be paid.*

### **Fees and charges**

We are remunerated by commission from insurers and premium finance providers for arranging your insurance and associated finance. We may also earn income from insurers based on the overall performance of our account with them and not directly related to your insurances. We may apply administration charges to new business and renewal transactions. These will be communicated to you before you purchase cover. You may ask us to explain our earnings to you at any time. Any fees charged are non refundable. On return premiums we have to repay commission to insurers, we will therefore deduct commission from any return premium due to you.

### **Complaints**

It is our intention to provide a high level of service at all times. However if you have a reason to make a complaint about our service you should contact the Complaints Director at the above address. You may be entitled to subsequently refer it to the Financial Ombudsman Service. Further information is available by calling the FOS on 0845 080 1800 or at <http://www.financial-ombudsman.org.uk>

### **Awareness of policy terms**

It is your responsibility to read your policy document to satisfy yourself that the cover meets your requirements. Should you have any queries, or concerns, please contact us immediately.

### **How to cancel**

You may have a statutory right to cancel your policy within a short period. Please refer to your policy summary or your policy document or renewal notice for further details. If you wish to cancel outside this period cancellation rights will be as detailed in your policy document.

### **How to claim**

Please call us immediately if you suffer a loss and we will advise you on the appropriate course of action.

### **Protecting your information**

All personal information about you will be treated as private and confidential (even when you are no longer a customer), except where the disclosure is made at your request or with your consent in relation to administering your insurance, and except where law requires us. The FSA may ask us to provide it with access to our customer records in order that it may carry out a review of our activities. Some or all of the information you supply to us in connection with your insurance proposal may be passed to third parties for underwriting and claims purposes. Under the Data Protection Act 1998 you have a right of access to see personal information about you that is held in our records, whether electronically or manually. If you have any queries, please write to the managing director at the above address.

### **Protecting your money**

Prior to your premium being forwarded to the Insurer, and for your protection, we either hold your money as an agent of the insurer ( in which case your insurance is treated as being paid for), or we hold it in a client bank account on trust for you. We operate a 'Non Statutory' Trust Account for client money. This means that we may use funds held for you to pay premiums on behalf of customers who have not yet paid us or to provide returns of premium to customers when we have not received the return premium from the insurer. We may need to transfer your money to another intermediary in some cases in order to complete the arrangement of cover for you. However your money will be protected at all times because of our requirements under the FSA rules. We also reserve the right to retain interest earned on this account. We will take your reading of these Terms of Business and your instructions to arrange cover to indicate that you understand and have given your consent for us to operate in this way.

### **Compensation arrangements**

We are covered by the Financial Services Compensation Scheme. 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 90% of the claim without any upper limit. For compulsory classes of insurance, 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 at <http://www.fscs.org.uk>