

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?



We offer products from a range of insurers for Casualty, Financial Loss and Property covers for Sport, Leisure & Entertainment and Commercial Insurance. We offer products from a range of insurers for Landlords' insurance and Home Insurance.



We only offer products from a limited number of insurers.



We only offer a product from Europ Assistance Holdings Limited for Travel Insurance. We only offer a product from MMA Insurance for Motor, Tradesmen, Offices and Surgeries.

3. What will you have to pay us for our services?



We will not charge a fee for insurance services we provide.



We will charge you the following fees for all insurance services we provide;

- A. New Business or Renewal of a policy: As stated on the Quotation
- B. Mid Term Adjustments: Quoted on request
- C. If you request us to issue duplicate documents, or provide copies to third parties: £15.00
- D. Policy documents by post: £10.00
- E. For a bounced or returned cheque, per occurrence: £10.00
- F. Change of correspondence address: £5.00
- G. If any payment is made by credit or debit card: 2.5% of the amount paid.
- H. 30% or £30 (whichever higher) of any return premium or premium that was quoted and accepted, will become payable immediately if any of the following occur:
 - i. The policy or cover is voided for any reason whatsoever;
 - ii. The policy or cover is cancelled for any reason whatsoever;
 - iii. You accept a quote (verbally or in writing) and later retract / revoke the acceptance
 - iv. You make an unfulfilled promise (verbally or in writing) to pay

All Fees are non-fundable & will be clearly shown as a separate item on the invoice issued by The Company.

4. Who regulates us?

Leisureinsure LLP, Witney Office Village, Network Point, Range Road, Witney, OX29 0YN is authorised and regulated by the Financial Services Authority. Our FSA Register number is 430849.

Our permitted business is:

- i. Advising on Non – Investment Insurance Contracts
- ii. Arranging deals in Non – Investment Insurance Contracts
- iii. Making arrangements with a view to transactions in Non – Investment Insurance Contracts
- iv. Dealing in Non – Investment Insurance Contracts as Agent

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234

5. What to do if you have a complaint

If you wish to register a complaint, please contact us;

... **in writing** Write to Leisureinsure LLP, Witney Office Village, Network Point, Range Road, Witney, OX29 0YN

... **by phone** Telephone 01993 700761

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

6. Are we covered by the Financial Services 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.

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.

Terms of Business

Tel: 01993 700761

ACCEPTING OUR TERMS

By asking us to quote for, arrange or handle your insurances, you are providing your informed agreement to these Terms of Business. 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 or phone number.

WHO ARE WE

Leisureinsure LLP (hereinafter referred to as The Company, We or Us) is authorised and regulated by the Financial Services Authority (FSA). The FSA is the independent watchdog that regulates financial services. Our FSA Register number is 430849. You may check this on the FSA's register by visiting the FSA website, www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234. We will arrange insurance cover (as per the Statements of Demands and Needs below) with insurers or other intermediaries based on the information you provide us with and assist you with any ongoing changes that you may have to make. As part of our service we will also assist you with any claim that you need to make and where possible, negotiate with insurers on your behalf.

THE PRODUCTS & POLICIES WE OFFER

We sell a variety of insurance products to cover both personal and commercial requirements. We offer policies from a limited number of insurers. In some circumstances, we offer the policies of a single Insurer for certain lines of business; however, we are not contractually bound to do business in this way. Where we deal with more than one insurer, we will normally recommend the policy, which quotes the lowest premium to meet your particular needs (if this is not the case we will advise you accordingly). A list of our Insurers is available on request. We receive payment of your premium from you as agent for the relevant Insurer. Any claims money or refund of premium we receive from the insurer in respect of your insurance is also received by us as agent of the insurer. When you pay your premium to us, it is held in a 'statutory trust' client money account. Any Interest that may be applicable on these funds will be retained as revenue to us. If a policy is taken out with us, you are consenting to us holding your money in this way.

CLIENT MONEY

Our financial arrangements with most insurance companies are on a 'Risk Transfer' basis. This means that we act as agents of the insurer collecting premiums and handling refunds due to clients. In these circumstances such monies held by us are deemed to be held by the insurer(s) with which your insurance is arranged. You will be notified if Risk Transfer does not apply and we will then hold such monies in a Statutory Trust account pending payment. The establishment of the Statutory Trust account follows the rules that the FSA introduced to protect money held by authorised intermediaries.

YOUR DUTY TO DISCLOSE INFORMATION

When you take out, renew or alter a policy, the Information you supply to us is the basis on which your cover and premium are agreed. You must provide us with all material information that is likely to influence this acceptance and/or assessment of your proposal. If you are in doubt as to whether a Particular item of information is material in this respect you should disclose it. Your failure to do so may give the Insurer the right to refuse any claim that you make, and in certain circumstances to void the policy altogether. If information is also incorrect or anything changes please let us know immediately as this too could invalidate your policy or result in a claim not being paid. Any changes in Information supplied will be accepted either verbally or in writing. For motor cases, it is an offence under the Road Traffic Act to make any false statement or withhold any material information for the purposes of obtaining a Certificate of Motor Insurance. We will send you a copy of your proposal form or statement of fact that shows the Information you have supplied. Information declared on a Statement of Fact proposal form constitutes the basis of your contract, and will be submitted by us to your Insurer and to the agents appointed to handle claims on their behalf. If you do not agree with any of the information on a Statement of Fact, you should disclose it to us immediately. Any changes may require the Insurer to charge an additional premium, quote special terms, or decline your proposal. Remember, you should always tell us about any change immediately - please do not wait until your renewal. We reserve the right to request the submission of additional documents such as proof of your vehicle security arrangements, a current MOT certificate, proof of No Claims bonus (NCB) and any relevant driving licenses at any time. If we are unable to validate your NCB from the Information you provide at quotation stage, you must provide written evidence of your NCB within 14 days of the inception of your policy. Failure to provide evidence of your NCB will result in the insurers issuing the policy at the gross premium (i.e. without benefit of discount). You will be immediately responsible for the balance of premium payable and any subsequent cancellation will be calculated on the gross premium and subject to short period rates and the charges detailed in 'Our service charges' above. If a claim is reported, any documentation that has been requested by us or the insurance company but not received by us or the Insurer must be submitted immediately to enable the claim to be progressed.

HOW YOU CAN DEAL WITH US

The language we do business in is English. The laws govern us are those of England and Wales. If you arrange your Insurance through our offices, website or over the phone (calls may be recorded), you can deal with us in relation to that insurance either face-to-face, over the phone, email or by post. If you have provided your email address, you should be aware that we do send Important Information by this means. The email and contents will hold the same legal ramification as if it were sent by post. By providing your email address, you are consenting for us to communicate with you in this way. If this is not the case, please advise us immediately. Nothing in this document affects your normal statutory rights.

OUR CORRESPONDENCE

You should read your policy carefully. The policy document, schedule, any certificate of insurance, application and any other form or correspondence from us (e.g. email, letter etc.) are the basis of the cover you have purchased. Please make sure that you understand them and are able to follow their requirements. Breach of any terms, conditions or warranties may enable your Insurer to terminate your policy or repudiate a claim under your policy.

QUOTATIONS

Please note that we will call you with a Quotation. If we do this any policies will be provided and incepted on a limited disclosure basis unless full disclosure is requested. Full details will be provided with your policy documents.

HOLD COVER INSTRUCTIONS

We will accept verbal instructions to hold covered upon payment of a suitable deposit.

We will always confirm cover in writing. Until this is received it must not be assumed that cover is in force.

AT RENEWAL

Please note that our preferred method of contact is by email. Therefore shortly before your policy is due for renewal (usually 3 weeks before) we will contact you by email to the email address you have provided / we have on file.

CLAIMS

Please notify us in first instance of any claim you may wish to make. All claims need to be reported as soon as reasonably possible. We will then advise you on the procedure in this regard. If any document or keys relating to a claim need to be submitted to us or the insurer by post, they need to be sent recorded delivery. All outstanding premiums must be paid before any claim payment can be made. Please keep copies of all correspondence you receive or that you send us. Whilst the Company has no claims negotiating or settlement authority as part of our service we will also assist you with any claim that you need to make and where possible, negotiate with insurers / intermediaries on your behalf.

CONFLICTS OF INTEREST

Conflicts of interest may arise where we or one of our clients or product providers will have a potential conflict of interest with business being transacted for you. If this happens and we become aware that a potential conflict exists, we will write to you and obtain your consent before we carry out your Instructions, and detail the steps we will take to ensure fair treatment.

FINANCE FACILITIES

At your request we may arrange finance facilities for you via an independent finance company. Any such arrangement is a Credit Agreement between you and the finance company to which we are not a party. However, if you choose to pay by monthly instalments you should be aware that default by you in respect of the monthly instalments will provide the finance company with the right to cancel your insurance policy. Please note that the cancellation date may be based on the actual amount paid which may mean that it is back dated and thus may leave you uninsured for a loss. Also, it is not guaranteed that any return premium obtained from the Insurer in these circumstances will cover the outstanding amount due to the finance company, who may take legal action against you for recovery of any outstanding amounts.

STATEMENT OF DEMANDS & NEEDS

This product meets the demands and needs of those who wish to purchase a policy to protect their business, as defined in the quotation, against the risks stated in the quotation. Please note that this Insurance is based on information provided by you and is not an exhaustive list of all insurances which your business may require. You will not receive advice or a recommendation from us regarding your insurance however, we may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

REMUNERATION

We normally receive commission from insurers or product providers; we may also charge you for handling your insurances (please see Service Fees above). You will receive documentation that will tell you the total price to be paid, and which identifies any fees, taxes and charges separately from the premium. Full payment of the premium and fees is due before cover commences, or as otherwise stated under terms of credit, or in the debit note, invoice or statement issued to you.

You are entitled, at any time, to request information regarding any commission, which may have been received as a result of placing your insurance business. As part of our agreement with various insurers, we may also (in addition to commission received on individual policies) receive additional income. This is generally based on a level of business transacted with an insurer and incorporates agreed standards of performance including overall premium income, loss ratio and accounts payments. Such income is based on overall performance and not identifiable to individual clients.

USE OF PERSONAL DATA

We will process any personal information we obtain in the course of providing our services to you in accordance with the Data Protection Act 1998. In administering your insurances it will be necessary for us to pass such information to insurers and other product or service providers that may also provide us with business and compliance support. We may also disclose details to relevant parties, as necessary to comply with regulatory or legal requirements. We may contact you or pass your details to other companies associated with us. Some details you may be asked to give us, such as information about offences or medical conditions, are defined by the Act as sensitive personal data. By giving us such information you signify your consent to its being processed by us in arranging and administering your insurances. We will keep records of all our business transactions for a minimum period of three years. We treat all our clients' records as confidential even when a client ceases to be a client. We cannot be held responsible for incorrect data held in the event of non-disclosure. Under the Data Protection Act 1998, you have the right of access to your personal records held on our files. This may incur a small administration fee and we will tell you what the fee is if you ask for a copy of your information.

DATA PROTECTION ACT 1998

It is understood by the Insured Person that any information provided to the Underwriters &/or Leisureinsure regarding the Insured and / or the Insured Person will be processed by the Underwriters &/or Leisureinsure, in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling of claims, if any, which may necessitate providing such information to third parties.