

TERMS OF BUSINESS AGREEMENT (TOBA)

This TOBA sets out our terms and conditions and is effective once it is received by you; and will remain in force until we issue a revised version.

INFORMATION WE WILL NEED FROM YOU

We will ask you a series of questions to establish your demands and needs and it is important that you answer each and every question and provide us with full information. If you are unsure of a question, please ask the handler to explain what is needed to you. Your answers will form the basis of the insurance contract we arrange for you. It is important that we obtain full details from you in order to prevent an Insurer requiring additional premium or declining your claim.

OUR QUOTATION TO YOU

We only offer products from one insurer; Qudos Insurance A/S. Registered Office: Kongevejan 371, DK2840 Holte, Denmark. Qudos Insurance A/S are authorised and regulated by the Finanstilsynet (the Danish Financial Regulator). Their authorisation reference is 53112. As an insurance company authorised within the European Union, Qudos Insurance A/S is permitted to conduct business in the United Kingdom and is authorised by the Financial Conduct Authority. Their UK Financial Conduct Authority policies underwritten by Qudos Insurance A/S are administered by Trent-Services (Administration) Limited, Trent Lodge, Stroud Road, Cirencester, Glos. GL7 6JN, Registration no 05297950

Trent-services (Administration) Limited is authorised and regulated by the Financial Conduct Authority reference 315285.

PREMIUM RECEIVED FROM YOU

Premium received from you will be held by Trent-Services (Administration) Limited (Agent of the Insurer or Client money) and the account is designated as per the relevant regulatory rules. They pass premium received from you to the insurer when requested. We earn a commission for arranging your insurance and this goes towards our administration costs.

FINANCE AND CREDIT CHECKS

In the event that your insurance has been arranged on finance, we will advise you of the name of the finance provider, the amounts you will be required to pay and when; and you should be aware that certain Insurers and Finance providers may carry out credit checks when arranging your insurance. Please read the information provided by your finance provider carefully, including the cancellation arrangements, in conjunction with our Terms of Business Agreement and your Insurers information.

CANCELLATION

You have certain rights in relation to the cancellation of your insurance in the early stages, and these are set out in the Insurer's documentation. Cancellation terms vary by Insurer and it is recommended that you read this section carefully, as cancellation refunds are not given after a claim and are otherwise calculated on a short period scale weighted in favour if the insurer.

TACIT RENEWAL

In the event that your renewal is paid by insurer instalments, we will notify you prior to the renewal date of the premium and terms and conditions that will apply. Unless we hear from you on or prior to renewal date, your policy will be renewed and payments will continue to be taken from your account.

CLAIMS

Claims will be managed by Trent-Services (Administration) Limited on your behalf.

To make a claim under your policy you should call our claims helpline on 01285 626020 or alternatively email admin@trent-services.co.uk which is also shown on our website and customer portal. . It is a condition of your policy that you should advise us of any incident involving a potential claim. As a matter of course you should not admit liability, settle or agree to pay any claim without referring matters to Policywise or its authorised claims administrator.

You must also refer any correspondence in relation to the incident to us and advise us immediately of any notification of legal proceedings or prosecution without answering them.

Payment of claims money may be subject to a deduction of any unpaid debt outstanding in relation to your premium which is owed by you to Policywise at the time of settlement of your claim.

COMPLAINTS PROCEDURE

Should you have cause to complain, please telephone the Office Manager on 020 3750 0022, in order that the matter may be resolved to your satisfaction? In the event that your complaint is not resolved, please write to the Office Manager and we will acknowledge your complaint and advise you of the person who will deal with your complaint. We will send a copy of our complaints procedure which sets out the process and timescales for handling your complaint. If your complaint is not resolved to your satisfaction you may refer to the Financial Ombudsman Service, details of whom are available on their website and we will provide you with contact details.

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. Full information is available on the FSCS site www.fscs.org.uk

FINANCIAL CRIME

Please be aware that current UK money laundering regulations require us to obtain adequate 'Know Your Client' information about you. We are also required to cross check you against the HM Financial Sanctions List as part of the information gathering process. We are obliged to report to the Serious Organised Crime Agency any evidence or suspicion of financial crime at the first opportunity and we are prohibited from disclosing any such report. We will not permit our employees or other persons engaged by them to be either influenced or influence others in respect of undue payments or privileges from or to insurers or clients.

CONFIDENTIALITY AND DATA PROTECTION

We will treat all customers' information in a confidential manner and will ask you a set of questions to ensure that we are speaking to the policyholder only. We are not authorised to speak to another person in relation to your insurance and will decline any request for information or to make alterations to your policy unless we have a legal mandate to do so. Your details will be held in compliance with the Data Protection rules. Details of any credit or debit card used in connection with the arrangement of your insurance will not be held by us on computer or file; and will not be passed to a third party.

LAW

This agreement shall be governed by the Laws of England, Wales and Scotland and the parties agree herewith that any dispute arising shall be subject to the (non) exclusive jurisdiction of the relevant Court.