



TERMS OF BUSINESS AGREEMENT

The following Terms of Business Agreement sets out the basis on which Crompton Bailey Limited (referred to as 'we', 'us', 'our') will provide business services to you as a consumer or commercial client of the firm.

Please contact us immediately if there is anything in these terms of business which you do not understand or with which you disagree. We are happy to answer any questions and willing to explain these terms and the reasons for them.

YOU ARE DEEMED TO HAVE ACCEPTED THESE TERMS OF BUSINESS UNLESS YOU ADVISE US OTHERWISE WITHIN 7 DAYS OF RECEIPT.

CONTACT US

Telephone: 0161 339 2495 Fax: 0161 339 2503 E-mail: general@cromptonbailey.co.uk Website: www.cromptonbailey.co.uk
Address: Cosworth House, 44 Stamford Street East, Ashton-under-Lyne, Lancashire, OL6 6QH
Business Hours: Monday to Friday 9am – 5pm (Closed Bank and Public Holidays)

ABOUT US

We are authorised and regulated by the Financial Conduct Authority. Our Firm's Reference Number is 309549. We are permitted to Arrange, Advise on, Deal as an agent of insurers and clients, Assist in claims handling in respect of non-investment insurance policies. You can check these details online using the Financial Services Register at <https://register.fca.org.uk/> or by contacting the Financial Conduct Authority Consumer Helpline on 0800 111 6768.

We are also authorised by the FCA for consumer credit broking. We act for one lender.

OUR SCOPE OF SERVICE

We offer a wide range of insurance products and have access to leading insurers in the marketplace. When we arrange your insurance we'll inform you of the nature of the service we provide. This will usually be one of the following:

- (a) a personal recommendation to buy the policy, on the basis of a fair and personal analysis of the market
- (b) a personal recommendation to buy a policy we select from one or more insurance undertakings (not on the basis of a fair and personal analysis of the market) in which case we will provide the names of those insurance undertakings
- (c) information only about a policy from one or more insurance undertakings without giving you advice or a personal recommendation, in which case we will provide the names of those insurance undertakings
- (d) advice only, with or without a personal recommendation

We generally act on your behalf in arranging your insurance, but we'll make clear at the outset whether we are acting for you or for the insurer in particular circumstances.

YOUR DUTY OF DISCLOSURE

Consumers: You must take reasonable care not to make a misrepresentation to the insurer. This means that all the answers you give and statements you make as part of your insurance application, including at renewal and when an amendment to your policy is required, should be honest and accurate. If you deliberately or carelessly misinform the insurers, this could mean that part of or all of a claim may not be paid.

Non-Consumer Customers: Where we arrange insurance wholly or mainly for purposes relating to your trade, business or profession you have a duty under The Insurance Act 2015 to make a fair presentation of the risk. This means that you must disclose every material circumstance which you and/or your senior management and/or anyone responsible for arranging your insurance know or ought to know. Alternatively, you must disclose sufficient information which would put the insurer on notice that it needs to make further enquiries for the purpose of revealing those material circumstances. You are expected to carry out a reasonable search in order to make a fair presentation of the risk and will be deemed to know what should reasonably have been revealed by the search.

Your duty of fair presentation applies at the start of the policy, at renewal and when any variation of the policy is arranged. If you fail to make a fair presentation, the insurer may refuse to pay your claim or reduce the settlement amount, depending on the circumstances.

HOW TO CANCEL

Please contact us immediately if you wish to cancel any insurance policy we have arranged for you. You may have a statutory right to cancel a policy without penalty within the first 14 days (or, in some cases, longer). Please refer to your policy summary or your policy document for further details. If you cancel within this initial cancellation period (where this applies) you will receive a pro rata refund of premium from the insurer. However, Insurers are entitled to make an administrative charge. In addition, we may charge you an amount which reflects the administrative costs of arranging and cancelling the policy. Further information and details of the amount we charge are listed below under 'Fees and Charges' and 'Tariff of Administration Charges'.

If you choose to cancel other than within an initial cancellation period you may not receive a pro-rata refund of premium. In addition, we may charge an amount that reflects the administrative costs of arranging and cancelling the policy (see our 'Fees and Charges' and 'Tariff of Administration Charges').

PROTECTING YOUR INFORMATION

We take your privacy extremely seriously and we will only use your personal details in line with our Privacy Notice. Please read our Privacy Notice carefully (which takes into account GDPR requirements), our Privacy Policy may be sent to you with this TOBA and your other documentation, but if this is not attached it can be found via our website www.cromptonbailey.co.uk please contact us immediately if you have any queries. Where necessary, for example where we may use your data for some marketing purposes, we shall ask for your specific consent to do so. Your personal information includes all of the details you have given us to process your insurance policy (we will not ask for more information than is necessary). We may share your data with Third Parties for the provision and ongoing performance of your insurance policy. Your data may be transferred outside the UK. We will not sell, rent or trade your data under any circumstances. All of the personal information you supply to us will be handled strictly in accordance with the applicable Data Protection regulations and legislation.

If we ask you (the customer/s), for driving licence numbers when arranging motor insurance, we are required to obtain your explicit consent to their use and will provide you with our Data Protection/Fair Obtaining Notice DPS03.

HOW TO CLAIM

Please refer to your policy summary or your policy document if you need to notify the insurer of a claim. You should contact the insurer direct as soon as you become aware of any incident which could give rise to a claim. If in doubt whom you should contact, or if you require our assistance in relation to a claim or potential claim please contact us. We will provide you with reasonable guidance in pursuing your claim for as long as you remain a customer of Crompton Bailey Limited.

FEES AND CHARGES

Please refer to our Tariff of Administration Charges for fees payable under this Terms of Business Agreement. These charges may apply if you instruct us to arrange insurance, carry out a mid-term adjustment, renewal, cancellation or other work on your behalf. If you pay your premium by instalments we and/or the Insurer/Premium Finance shall inform you of any additional fees, charges or interest as part of your credit arrangements. Any additional charges, if applicable, will always be agreed with you in advance of them becoming due.

In respect of any low claim rebates or return premiums due to you, these may be refunded in full or we may charge a percentage of the return premium.

TARIFF OF ADMINISTRATION CHARGES

In addition to the premiums charged by Insurers, we may make the following charges to cover administration of your Insurance:

	Standard Personal Insurance - Private Motor, Household and Travel			
Duplicate Documents	£10.00			
All Mid-Term Adjustments	£10.00			
Renewal Fee	£10.00			
Cancellation of the Policy within the first 14 Days	Provided the certificate of motor insurance has been returned to us, a pro rata premium for cover given (and possibly an administration charge – please read the policy summary/KeyFacts document) will be charged by the insurer; we will charge an administration charge of £20.00			
Cancellation after 14 Days (Private Motor)	1 st Quarter £50.00	2 nd Quarter £40.00	3 rd Quarter £40.00	4 th Quarter £40.00
Cancellation after 14 days (Household / Annual Travel)	1 st Quarter £40.00	2 nd Quarter £30.00	3 rd Quarter £30.00	4 th Quarter £30.00
Cancellation Short Term Travel (Policy term 30 days or less)	No Refund on Cancellation			
Cancellation Short Term Travel (Policy term 30 days or over)	£25.00 Charge			
	The full premium is usually payable if a policy is cancelled after any claim has been reported			
Uncleared Cheque	£10.00			

	All Other Insurances including Commercial Insurance			
Duplicate Documents	£10.00			
All Mid-Term Adjustments	£10.00			
Renewal Fee	We will disclose this in writing at least 21 day prior to renewal			
Cancellation of any one policy	1 st Quarter £100.00	2 nd Quarter £75.00	3 rd Quarter £50.00	4 th Quarter £50.00
	The full annual premium is usually payable if a policy is cancelled after any claim has been reported. Many insurers either do not charge on a 'pro-rata' basis where a policy is cancelled or make no return of premium. If this is a concern to you, please ask for details before you commit to the insurance.			
Uncleared Cheque	£10.00			

OUR EARNINGS

In return for placing business with insurers and/or underwriters and/or other product providers, we receive a commission from them which is a percentage of the annual premium that you are charged with.

In some circumstances, depending on the level of work involved, we may also charge you a separate fee however this will be discussed and agreed before any work is done on your behalf.

When we sell you a policy the insurer pays us a percentage commission from the total premium that you are charged with. If the type of policy we sell reaches specific profit targets the insurer may also pay us an additional bonus, although this is not always guaranteed.

You are entitled to request information regarding any commission which we may have received as a result of placing your insurance business or arranging premium finance.

Please be assured that at no time will the way in which we are remunerated conflict with our responsibilities to meet your needs and treat you fairly.

INFORMATION ON COSTS

- We normally accept payment by Cheque / BACS / Cash / *Major Credit/Debit Cards. (*subject to acceptance by the Insurance Company).
- You may spread your payments through Insurers' instalment schemes or a credit scheme arranged with Premium Credit Ltd.
- We will give you if required full details about your payment options when we discuss your Insurance in detail.

BLOCK TRANSFERS

In respect of some classes of insurance we may operate block insurance arrangements in order to provide competitive terms. This is where we place all insurances of a certain type with one insurer who can provide particularly competitive terms for all our customers. On occasions it will be necessary for us to transfer such blocks from one insurer to another where this is beneficial for our clients. This Terms of Business Agreement constitutes both your acceptance that we may do this and your prior request for us so to do.

PROTECTING YOUR MONEY

Prior to your premium being forwarded to the insurer (or forwarded to you in the event of a premium refund) we generally hold your money as an agent of the insurer with which we arrange your insurance. Where we hold premium as the agent of the insurer it is regarded as received by the insurer. If we are not acting as an agent of the insurer when we receive your premium, we shall hold it as client money in trust for you within a client bank account with an approved bank. Our client bank account(s) may contain other clients' money and money we hold as an agent of insurers. In line with strict FCA rules, our client bank account(s) is/are rigorously monitored in order to segregate and safeguard client money. We reserve the right to retain interest earned on our client bank accounts.

We may transfer your premiums to the insurer through another party, such as a broker or underwriting agent for the purpose of effecting a transaction.

By accepting this Terms of Business Agreement, you are giving your consent for us to treat your money in this way. Please notify us immediately if you have any objection or query.

COMPLAINTS

It is our intention to provide a high level of service at all times. However if you have reason to make a complaint about our service you should contact us immediately using the contact details on the first page of this document. You may be entitled to refer the matter subsequently to the Financial Ombudsman Service. You can contact the Financial Ombudsman Service by telephone on 0800 023 4567 and further information is available at <http://www.financial-ombudsman.org.uk/>. If you do decide to refer any matter to the Financial Ombudsman Service your legal rights will not be affected. We will provide a summary of our complaints handling procedures should you make a complaint which we cannot resolve informally and at any other time, upon your request.

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, also without any upper limit. The compensation scheme does not apply to consumer credit. Further information about compensation scheme arrangements is available from the FSCS on 0800 678 1100 or 020 7741 4100 or by visiting <http://www.fscs.org.uk/>

MONEY LAUNDERING/PROCEEDS OF CRIME

We are obliged to report to the National Crime Agency any suspicion of money laundering or terrorist financing activity and we are prohibited from disclosing any such report.

ADEQUACY OF INSURANCE VALUES

It is the responsibility of the insured to ensure that all sums insured and policy limits are adequate. Whilst we seek to assist in establishing and maintaining insured values and indemnity limits we cannot accept responsibility for their accuracy. It is strongly recommended that the appropriate Professional (e.g. Surveyor/Accountant) be consulted to ensure that the sums insured and limits under the policy are suitable.

CONFLICTS OF INTEREST/CUSTOMER BEST INTERESTS

As insurance brokers we generally act as your agent in advising you, arranging your insurance and assisting you in the event of a claim; we will always act honestly, fairly and professionally ensuring your best interest are our priority. In certain circumstances we may act for and owe duties of care to insurers and/or other parties. Where we become aware of any actual or potential conflict of interest with our duty to you, we will inform you of the situation, the options available to you and obtain your consent before we proceed.

INSURER SECURITY

The insurers we use are regulated and are required to have adequate capital resources. However, we cannot guarantee the solvency of any insurer we place business with. An insolvent insurer may be unable to pay claims or may be unable to pay them in full and you may have to pay a further premium to pay for alternative insurance cover.

TERMINATION

You or we may terminate authority to act in connection with your insurance arrangements at any time. Notice of termination must be given in writing and will be without prejudice to the completion of any transactions already commenced. Any business currently in progress will be completed unless we receive instructions to the contrary. Any premiums or fees outstanding will become payable immediately. In circumstances where we feel we cannot continue providing services to you, we will give you a minimum of 7 days' notice.

LAW AND JURISDICTION

These Terms of Business shall be governed by and construed in accordance with English Law and shall be subject to the exclusive jurisdiction of the courts of England and Wales.