



Insurance Choice Terms of Business and Important Information

Who are we?

Insurance Choice is a trading name of Insurance Factory Limited. We are insurance intermediaries offering access to a range of personal insurance including; Home and Travel Insurance. Insurance Factory Limited is part of the Markerstudy Group of Companies which includes Markerstudy Insurance Services Limited.

Who are we regulated by?

The Financial Conduct Authority (FCA) is the independent watchdog that regulates financial services. Insurance Choice is a trading name of Insurance Factory Limited who are authorised and regulated by the FCA (No. 306164) and registered in England and Wales number 0298244. Our registered office is: Markerstudy House, 45 Westerham Road, Sevenoaks, Kent, TN13 2QB. You can check this on the FCA register by visiting the FCA's website www.fca.org.uk

Whose products do we offer?

For Home Insurance and any ancillary insurances we offer products from a panel of insurers. Our panel membership is regularly reviewed. Please see the enclosed Insurer Panel Information document.

Which service will we provide you with?

We will aim to provide you with a quotation based on the information you provide us with. We will ask questions to narrow down the selection of products that we will provide details on. You will not receive a recommendation from us and will then need to make your own choice about how to proceed. Throughout the period of insurance we act on behalf of both you and the insurer. We act on behalf of you when providing a quote and arranging cover. When we issue policy documents, handle claims and collect premiums payments, we act on behalf of the insurer.

Misrepresentation

Please take reasonable care to answer all of the questions we ask you, either over the phone or online, honestly and to the best of your knowledge. If you do not your policy may be; cancelled, treated as if it never existed or your claim not fully paid.. Please note that under the Rehabilitation of Offenders Act you are not required to disclose convictions regarded as 'spent'.

Fees and Charges

When you take out a policy with us we charge you a fee as detailed in your premium breakdown and welcome letter. In addition the insurer pays us a percentage of the total annual premium. For any optional extras you choose to purchase, we receive a commission from the insurer, which is a percentage of the total annual premium. If you have chosen to pay your insurance premium by instalments, we receive commission from the finance provider for introducing you to them.

What will you have to pay us for our services?

For our services we will make the following charges which are in addition to the charges made by your insurer(s).

Type of Transaction	Fee
New Policies	£100.00*
Adjustments	£50.00*
Cancellation (within 14 day cooling off period)	£25.00
Cancellation (outside of 14 day cooling off period)	£40.00
Renewal	£100.00*

*Please note, fees marked with an asterisk are non-refundable upon cancellation of the policy outside of the 14 day cooling off period.

Discounts may be given against the total cost of your policy. If we have given you a discount against your premium, this will be deducted on a pro rata basis from any refund due to you on cancellation.

Other Cancellation Costs

Practices vary between insurers with regard to premium refunds on cancellation, so please refer to your policy documentation to find out what premium, if any, is refundable. Generally no premium will be refunded if a claim has been made. In the event of cancellation of your main policy, any optional extras that have been purchased will be cancelled at the same time (whether or not they are included in your main policy or covered under a separate policy) and premiums may not be refundable.

Avoidance of Contract

Where we are instructed by your insurer to avoid the contract of insurance from inception we will retain the arrangement fee or £25 admin charge (whichever is

greater) to cover our administration costs. Please also note the following costs you may incur from your insurer or credit provider.

- Premium refunds on cancellation: Practices vary between insurers so please refer to your policy documentation to find out what amount of premium, if any, is refundable in the event of cancellation. Generally no premium will be refunded if a claim has been made.
- Payment by instalments: Charges vary according to the chosen payment option so please refer to your credit agreement, or the payment details section of your documentation, for further details.

Refunds

The minimum amount we will refund is £10 and any refund below this amount will not be given. We will aim to process any applicable refund within thirty days from the date that the refund was confirmed. Refunds will be processed using the original payment method. If this payment method is rejected then refunds will be made via cheque.

How to amend your policy

If you want to make a change to your policy, please telephone a member of our Customer Services team on 0333 321 9487 and let us know of the change that you wish to make and the date that you wish the change to be effective from. If we, and your insurer, agree to the change we will also agree on the effective date of the change. No advance notice is required. We will let you know of any additional premium to be paid and any fee that may be payable for the adjustment (see section entitled 'What will you have to pay us for our services?' for details of any applicable fees).

How to report a claim

We have no authority to handle claims on behalf of insurers but can advise you on who to phone and how to make your claim. In the event of an incident which may give rise to a claim under your policy, whether you believe you are liable or not, you should notify us by calling the Claims Helpline number shown on the covering letter accompanying these terms as soon as possible. If you do not do so it may result in your insurer refusing to accept a claim. You must not settle, reject, negotiate or agree to pay any claim without written permission from your insurer. Full details of how to claim are included in your policy documentation

Cancellation process

To cancel your policy please contact Insurance Choice either over the phone or by e-mail. You have the right to cancel your policy at any time during the policy term, however, calculations of any refunds or charges due will depend on the terms and conditions of the policy and will be detailed to you upon cancellation.

If we have given you a discount against your premium, at any time during the policy term, this will be deducted on a pro rata basis from any refund due to cancellation.

In the event of cancellation of your main policy, any optional extras that have been purchased will be cancelled at the same time (whether or not they are included in your main policy or covered under a separate policy) and premiums may not be refundable.

Payment by Instalments

If you choose to pay by Direct Debit, your monthly instalment plan will be financed by Close Brothers Premium Finance (CBPF). CBPF will send you a welcome pack which will include a credit agreement. In assessing your application CBPF will search the public information a credit reference agency holds about you. The credit reference agency will add details of the search to their records whether or not the application for credit proceeds. This and other information may be used to make credit decisions about you and to undertake checks for the prevention and detection of money laundering.

Our Complaint Handling Procedure

At Insurance Choice we are dedicated to delivering a first class level of service to all customers. We welcome any comments on the services we provide - in the form of both compliments and complaints. We accept that things can occasionally go wrong and would encourage you to tell us about any concerns you have so that we can take steps to make sure the service you receive meets your expectations.

Need Help? If a dispute regarding your policy or claim does arise, the first step is to talk to a member of the Insurance Choice team. This can be done either by telephoning us or dropping us a line by letter if you prefer.

Telephone: 01480 484 806. Address: Complaints Officer, Insurance Choice, Lancaster House, Meadow Lane, St Ives, Cambridgeshire, PE27 4ZB.

Response Time

Where we are unable to resolve your complaint by the end of the third business day after receipt, you can expect the following from us:

- Acknowledgement of your complaint in writing within 5 business days after receipt.
- We will aim to resolve your complaint within 4 weeks of receipt, unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will let you know what action is being taken and tell you when we expect to provide you with a final response.
- Our goal is to ensure that you receive a final response letter within 8 weeks of receipt of your complaint. If we are still unable to provide you with a final response at this stage, we will write to you explaining why, and advise when you can expect a final response.

What is a final response?

This letter should clarify the final position in relation to **your** complaint and any actions agreed going forward.

The Financial Ombudsman Service - What you should know

You may initially go direct to the Financial Ombudsman Service with **your** complaint, but the Ombudsman will only review **your** complaint at this stage with **our** consent. However, **we** are still required to follow the procedure as stated above in the Response Time section. If more than 8 weeks from the date of **your** complaint has passed and **you** have not received a final response, **you** may refer **your** complaint to the Financial Ombudsman Service. If **you** have received a final response but are dissatisfied, **you** have the right of referral to the Financial Ombudsman Service within 6 months of the date of the final response letter. **You** may refer to the Financial Ombudsman Service beyond this time limit if **we** have provided **our** consent in the final response letter. The Financial Ombudsman Service will let **you** know that they have received **your** complaint and what the next steps will be.

Contact details: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone: 0300 123 9 123.

Website: www.financial-ombudsman.org.

Email: Complaint.info@financial-ombudsman.org

The Financial Ombudsman Service will consider **your** complaint impartially and **we** are bound by their decision.

If **you** are dissatisfied with the way **your** complaint has been handled, **you** can use the Online Dispute Resolution Platform (ODR) to submit **your** complaint for an independent assessment - <http://ec.europa.eu/consumers/odr>

Delivery of documents and your responsibility

Our standard practice is to e-mail **your** documents to you, however, documents can be issued by post if required. When **you** receive **your** e-mail from **us** it will contain secure PDF (Portable Document Format) attachments containing **your** Policy Document and Schedule, as well as either a Proposal Form or Statement of Information which contains the details **you** provided to Insurance Choice at inception. It is **your** responsibility to access the documents at **your** earliest convenience and notify Insurance Choice of any inaccuracies. Failure to correct any incorrect information may invalidate **your** insurance. Furthermore, **your** insurer may request proof of certain documents which can be returned electronically or through the post.

Withheld documents

IMPORTANT: we may keep certain documents such as proof of no claim discount while **we** are awaiting payment of outstanding premium or administration charges. **We** will ensure that **you** have the documents **you** are required to have by law.

Automatic Renewal and Continuous Payments

We will endeavour to invite **your** renewal, giving **you** the premium and the terms and conditions for renewal, within 21 days prior to **your** renewal date.

When **you** pay a deposit or in full by card **we** will set up a continuous payment authority (CPA). This will allow **us** to take payments automatically when they are due, including for renewals and amendments or charges or where a payment can't be collected by a direct debit agreement. This means **you** don't have to provide new details for each payment and ensures **your** insurance continues uninterrupted. **We** will contact the policyholder to inform of any payments that are due to be taken or if there are insufficient funds in the account to collect the payment. If a payment cannot be taken then the policy may be cancelled.

To make the process of renewal easier **we** may automatically renew a policy and take payment by the same payment method as the previous year, unless **you** request otherwise. If **you** were paying by monthly instalments, **your** finance company will issue a new agreement and will continue to collect direct debits from **your** account; should the direct debit fail **we** may debit payment from the card which the original deposit was debited from to ensure continuity of cover. If **you** paid in full **we** will collect the renewal premium from the same card. **We** will always write to **you** before **we** automatically renew any policy and give **you** the opportunity to contact **us** to cancel the renewal.

If **your** policy is not eligible for automatic renewal **we** will write to **you** prior to **your** renewal date to remind **you** that **your** renewal is due and to advise **you** how much the new premium will be. **You** will need to contact **us** to arrange renewal.

If **you** do not receive **your** renewal documents by 14 days before **your** renewal date **you** should telephone Insurance Choice on 0333 321 9487.

Fraud prevention & detection

In order to prevent and detect fraud **we** may at any time:

- Share information about **you** with other organisations and public bodies including the Police;
- Check and/or file **your** details with fraud prevention agencies and databases, and if **you** give **us** false or inaccurate information and **we** suspect fraud, **we** will record this.

We and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for **you** and members of **your** household;
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage **your** account or insurance policies;

- Check **your** identity to prevent money laundering, unless **you** furnish **us** with other satisfactory proof of identity;
- Undertake credit searches and additional fraud searches.

Data protection

We are governed by the Data Protection legislation applicable in the United Kingdom. For the purposes of Data Protection Legislation, Insurance Factory Limited is the data controller.

We believe in keeping **your** information safe and secure. Full details of what data **we** collect and how **we** use it can be found in **our** privacy policy which **you** can access via www.insurancechoice.co.uk/privacy-policy or by requesting a copy from **our** Data Protection Officer (contact details below). Please also see **your** insurance policy document.

Where **you** have given **us your** consent to do so, **we** will send **you** information about products and services of ours or other third parties which may be of interest to **you** via telephone, letter or email (as **you** have indicated). **You** have a right at any time to stop **us** from contacting **you** for marketing purposes or giving **your** information to other third parties. If **you** no longer wish to be contacted for marketing purposes then please contact **us** by emailing allhomeinsurance@insurancechoice.co.uk

Under Data Protection Legislation **you** have certain rights, these include for example, a right to understand what data **we** hold on **you** and a right to ask **us** to amend that data if it is incorrect. If **you** would like to exercise any of **your** rights please contact **our** Data Protection Officer (contact details below).

If **you** have any questions about how **we** use **your** data, or to exercise any of **your** data rights please contact **our** Data Protection Officer at: Data Protection Officer, Insurance Factory Ltd, 45 Westerham Road, Bessels Green, Sevenoaks, Kent, TN13 2QB. Please make sure **you** provide **your** name, address, policy number and other relevant information to allow **us** to respond to **your** query.

You understand that all personal data **you** supply must be accurate.

At the request of many of **our** customers and to make managing **your** insurance more convenient, it is **our** policy to deal with **your** spouse or partner who calls **us** on **your** behalf, provided they are named on the policy. If **you** would like someone else to be able to deal with **your** policy for **you** on a regular basis please let **us** know. In some exceptional circumstances **we** may also deal with other people who call **us** on **your** behalf. If at any time **you** would prefer **us** to deal only with you, please call to let **us** know.

Call Recording

For mutual protection, to allow **us** to continually look at improving **our** customer service and for training purposes, monitoring and policy or claims administration. All calls may be recorded including outbound calls made by **us** to yourself or someone acting on **your** behalf.

Feedback

If **you** would like to provide **us** with feedback regarding any aspect of **our** products, positive or negative, details can be submitted via email to: allhomeinsurance@insurancechoice.co.uk

Law applicable to the policy

You and **we** are free to choose the law applicable to this contract but in the absence of agreement to the contrary of the law of the country in which **you** are resident at the time of the contract will apply. If **you** are not resident in the United Kingdom, the law which will apply will be the law of England and Wales.

Useful Contacts

If you need to speak to us about any aspect of your policy, please use the details listed below.

Customer Service	- 0333 321 9487	allhomeinsurance@insurancechoice.co.uk
Renewals	- 0333 321 9487	allhomeinsurance@insurancechoice.co.uk
New Policies	- 0333 321 9487	allhomeinsurance@insurancechoice.co.uk
Claims	- Please refer to your policy documents	

*Insurance Choice Terms of Business Agreement
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