

JB I Coversure Insurance Services

Terms of Business Agreement

About Coversure Insurance Services

We are a nationwide group of Independent Intermediaries.

Each Coversure office is operated under a franchise agreement and is owned by a franchise holder who will meet you at their local office to answer any of your questions.

We are authorised and regulated by the Financial Services Authority (FSA).

Services We Provide

In arranging Insurance cover for our clients we act as an Intermediary and offer a wide range of Insurance products and have access to and place business with leading Insurers in the marketplace.

The service and products which we provide are described more fully in our Initial Disclosure Document and include advising and making a recommendation on your insurance needs; arranging cover with Insurers in accordance with your requirements and helping you with ongoing changes.

We will also assist you with any claim you may incur.

Completion of Proposal Forms/Statements of Insurance

In order that you have adequate protection it is your responsibility to provide us with complete and accurate information when you take out your insurance policy as well as advise any changes in your circumstances during the period of cover. For example you may move house or change your car. Some changes may reduce your premiums.

It is important that we draw your attention to the declaration and signature section on insurers' proposal forms and Statements of Insurance as any failure to disclose facts material to the insurance, and any inaccuracies in your answers could invalidate the cover and could mean that all or part of a claim may not be paid.

Please ask if you have any doubts

Complaints

It is our intention to provide you with a high level of customer service at all times.

If you have any cause for complaint please initially contact the manager at this office at the address shown at the foot of this document.

If not satisfied with our response you may also contact the Head Office of Coversure Insurance Services Ltd who will assist you in progressing your complaint. Their contact details are:-
Customer Services Manager
Coversure Insurance Services Ltd
Vantage Business Park
Huntingdon PE29 6SR

Tel: 0870 4585021
Fax: 0870 4585051
Email: headoffice@coversure.co.uk

We will acknowledge your complaint within 5 business days of receipt and do our best to resolve the problem within 4 weeks. If we are unable to do so we will write to let you know when an answer may be expected.

In the unlikely event that we have not resolved the problem within 8 weeks we will write again to explain the reasons and advise when we expect to be able to do so. We will also provide you with information about the Financial Ombudsman Service.

A full version of our Complaints Handling procedure is available on request.

Administration Charges

In addition to the premiums charged by Insurers we normally make charges to cover the administration of your insurance.

Any charges for New Business or Renewals will be advised to you in advance and confirmed in writing in our Statement of Price.

Our normal charges for other transactions are:

Mid term adjustments	£25
Duplicate certificates	£15
Green cards	£15
Credit plan arrangement fee	£10

Any likely variation from these charges will be advised to you when you take out or renew your insurance.

If you cancel a policy mid-term we may make a charge equal to the amount lost to us in commissions reclaimed by insurers. This is subject to a minimum charge of £25.

This will also apply to mid term adjustments which result in a premium refund.

If you cancel a policy within a 14 day "cooling-off" period we may make a charge sufficient to cover our reasonable costs.

Short Term Instalment Plans

We operate a short-term instalment plan and additional charges are levied on the following scale;

Total Premium	Instalment Charge
Up to £199	£15
£200- £299	£20
£300- £399	£25
£400- £499	£30
£500- £599	£35
£600- £699	£40
£700- £799	£45
£800- £899	£50
£900+	£55

If you take up this facility for a Motor policy you will need to authorise us to retain your motor insurance certificate until all payments are met.

Long Term Instalment Plans

We also offer various long term instalment plans via Insurers and/or Third Party Finance Companies. In these circumstances the charges will be advised to you separately including any arrangement fee which we may charge.

Holding of Monies

Monies which you pay to us or which we need to refund to you, will be held for your protection in a statutory trust fund account in accordance with FSA rules. Any interest earned on this money will be retained by us but is expected to be minimal.

We may transfer money to another person such as another broker for the purposes of effecting a transaction on your behalf through that person.

Telephone call recording

For training and security reasons, all of our telephone calls may be recorded.