

Kingsborough

INSURANCE SERVICES

COMMERCIAL TERMS OF BUSINESS AGREEMENT

The Financial Services Authority

The Financial Services Authority is the independent watchdog that regulates financial services. Kingsborough Insurance Services Ltd and Sonata Insurance Services Ltd are authorised and regulated by the Financial Services Authority. Our FSA Register numbers are 308484 and 489776 respectively and you can check our status at: www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

Our permitted business includes advising, arranging, dealing in and assisting with the placing and administration of General Insurance policies. We may place this business direct with insurance companies or through another authorised insurance broker.

Confidentiality and Data Protection

We will treat all your personal information as private and confidential to us and anyone else involved in the normal course of arranging and administering your insurance, even when you are no longer a customer. We will not give anyone else any personal information except on your instructions or authority, or where we are required to do so by law, or by virtue of our regulatory requirements.

We may use information we hold about you to provide information to you about other products and services, which we feel may be appropriate to you. Under the Data Protection Act 1998 you have the right to see personal information about you that we hold in our records. If you have any queries please write to us at our usual office address.

Our Service

We are an insurance intermediary that is part of the Peverel Group of companies, who acts on our customers' behalf in arranging insurance. We will not provide you with any advice on the purchase of policies and customers should make their own decision regarding the suitability of products offered. As part of our service, we will assist you with any claim you need to make and tell you what your responsibilities are in relation to making claims.

If you mislay your policy at any time, we will issue a replacement policy document, if you request it.

Whose products we offer

In respect of each type of product purchased each will be from a single insurer who will be clearly identified in the quotation and policy schedule/certificate. To access the insurance product that most suits your needs we may use another intermediary to help place the business.

The service we will provide you with

In respect of all policies you will not receive advice or a recommendation from us and you will then need to make your own choice about how to proceed.

Guidance on the circumstances in which any policy is likely to meet customers needs, will be confirmed in the demands and needs statement with the quotation and/or subsequent renewal documentation.

What you will pay for our services

We do not normally make any additional charges to cover administration of your insurances and any such charges and their purpose will be notified to you in advance, however Mid-term cancellations and other refunds may be refunded NET of commission.

Kingsborough Insurance Services Ltd and Sonata Insurance Services Ltd acts as your agents in sourcing a suitable policy, placing and administering the insurance and dealing with claims. For this work we receive a commission from the insurers. You are entitled, at any time, to request information regarding any commission which we may receive as a result of placing your insurance business.

What to do if you have a complaint

Our aim is to provide a first class service, however, if you wish to register a complaint, please contact us by writing to Philip Messer, Insurance Business Manager, Kingsborough Insurance Services Ltd, Queensway House, 11 Queensway, New Milton, Hants, BH25 5NR, or, by phone. Telephone 01425 632341, by fax 01425 632261.

We will provide you with a copy of our full complaints procedure and respond to you promptly. We will aim to make a final response to you within eight weeks, or keep you informed as to why this is not possible.

Kingsborough Insurance Services

Queensway House, 11 Queensway, New Milton, Hampshire, BH25 5NR
Tel: 01425 632341 Fax: 01425 632261 www.kingsborough.co.uk

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In the event that your complaint relates to activities or services provided by another party, we will ensure that your complaint is appropriately forwarded, and will track the progress of the complaint and responses of that party.

After our final response has been issued, if you still cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service, for an independent assessment and opinion.

The FOS Consumer Helpline is on 0845 080 1800 and their address is:

Financial Ombudsman Service,
South Quay Plaza,
183 Marsh Wall,
London E14 9SR

Are we covered by the Financial Services Compensation Scheme (FSCS)?

The FSCS is the UK's statutory fund of last resort for customers of authorised financial services firms, like ourselves. The FSCS can pay compensation if an authorised firm is unable or likely to be unable to pay claims against it, usually because it has gone out of business or is insolvent.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without an upper limit. For compulsory insurances (for example, motor insurance and employers' liability insurance), insurance advising and arranging is covered for 100% of the claim, without an upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Payment options

We normally accept payment by cheque, cash, postal order, cleared funds, debit card, visa/mastercard credit cards and direct debit if available.

Language used

The English language will be used for all communications, the contractual terms and conditions, and any information we are required to supply to you, before and during the duration of the contract.

Information on how we treat Payments You make to Us

Under the terms of our agreements with the Insurance companies with whom we place business, we normally receive premiums you pay to us as Agent of the Insurer. However, some premiums may be held by us as trustees pending payment to insurers on your behalf. All insurance premiums you pay to us are protected in a Statutory Trust Client Account until we pay insurers. We do not pay any interest on premiums held by us in the course of arranging and administering your insurance.

Your duty to give information

It is your responsibility to provide complete and accurate information to insurers when you take out your insurance policy, throughout the life of your policy, and when you renew your insurance. It is important that you ensure that all statements you make on proposal forms, statements of fact, claim forms and other documents are full and accurate.

Please note that if you fail to disclose any information or change in circumstances to your insurers which could influence the cost, or their decision to accept your insurance, this could invalidate your insurance cover, and could mean that part or all of a claim may not be paid.

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