

# Kingsborough

INSURANCE SERVICES

## TERMS OF BUSINESS AGREEMENT

### **The Financial Services Authority**

The Financial Services Authority is the independent watchdog that regulates financial services. Kingsborough Insurance Services Limited is authorised and regulated by the Financial Services Authority. Our FSA Register number is 308484 and you can check our status at [www.fsa.gov.uk/register](http://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 all types of General Insurance policies.

### **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. In circumstances where we have been granted authority to settle claims on the Underwriters behalf, we will act as agent of the Insurer. If you are not happy with how your claim is being handled, you can contact our

Group Head of Insurance, Judi Hutchings, at the address shown below, who will act on your behalf.

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

### **Whose products we offer**

All our products are insured with certain Underwriters at Lloyd's whose details are available on request.

### **The service we will provide you with**

In respect of all policies purchased 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 a demands and needs statement contained within the Home Contents Insurance booklet containing the proposal form.

### **What you will pay for our services**

We usually receive a commission from the insurer with whom we place your 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, Hampshire BH25 5NR or by phone 01425 632341 or 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. 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.

### **Kingsborough Insurance Services**

Queensway House, 11 Queensway, New Milton, Hampshire, BH25 5NR  
Tel: 01425 632341 Fax: 01425 632261 [www.kingsborough.co.uk](http://www.kingsborough.co.uk)

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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

### **Your right to cancel (Applicable to Personal Lines/Retail Customers Only)**

You have a legal right to cancel your policy for any reason, subject to no claims having occurred, within 14 days of receiving the full terms & conditions. You will always be advised where this Right applies. A charge will apply for the period of cover provided.

If you wish to cancel a policy you must advise us in writing, prior to expiry of the 14 day cancellation period, to our usual office address.

### **Are we covered by the Financial Services Compensation Scheme (FSCs)?**

We are 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, postal order, cash, debit card or Visa/Mastercard credit cards.

Please Note: Your policy cover will cease if your cheque/debit card/credit card payment is not honoured.

### **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. 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 be not be paid.**

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