

Terms of Business Agreement for Lifesure Group Limited

This document details our service and our arrangements for dealing with your insurance. Please read it carefully and retain a copy for your records. 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 and this agreement shall be subject to English Law (Scottish Law, where issued in Scotland).

The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Lifesure Group Limited is authorised and regulated by the FCA under register number 305038 for insurance mediation activities and as a credit broker.

We do not charge any fees to customers in relation to credit broking. You can check our status at register.fca.org.uk or by contacting the FCA on 0800 111 6768. Our permitted business includes advising, arranging, dealing in and assisting with the placing and administration of general insurance policies.

How we treat information you give to us

We take your privacy extremely seriously and we will only use your personal details in line with our [Privacy Policy](#). We recommend that you read our Privacy Policy carefully. It can be accessed on our website or you can request a printed copy by contacting us.

Where we would like to use your data for marketing purposes, we will ask for your 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.

Our service to you and the products we offer

We are an independent insurance intermediary who acts on our customers' behalf in arranging insurance and as an agent to the insurer. Our services include advising you on your insurance needs, arranging your insurance cover with insurers to meet your requirements and helping you with any ongoing changes.

We typically offer advice from a range of insurers, representing a fair analysis of the market. However, under certain circumstances we may only deal with a limited panel, or a single insurer. We will let you know if this is the case. We will advise and make a recommendation for you after we have conducted a fair and personal analysis of your demands and needs. Our advice will be confirmed in a demands and needs and suitability statement, giving reasons for our recommendation.

In respect of policies purchased on our website and optional extras of legal expenses, personal accident, home emergency assistance, emergency key protection, substitute vehicle cover, excess protection and caravan breakdown, **you will not receive advice or a recommendation from us**, and you will need to **make your own choice about how to proceed**.

You may review the insurers who we work with to offer policies for a range of products by visiting <https://www.lifesure.co.uk/product-insurers> where you will find policy documents for each policy. These detail the insurance cover available.

Reporting claims

As part of our service, we will assist you with any claim you need to make and tell you what our responsibilities are in relation to making claims.

All incidents which could lead to a claim must be reported as soon as possible. Your insurer's claims contact number is shown in your policy wording. For motor, home, park home and caravan insurance we operate an outsourced claims management service via Soter Professional Services Limited, who will assist you with your claim and recovery of uninsured losses where this is possible.

Information on payment options and how we will treat payments you make to us

We accept payment by cheque or the following credit/debit cards – Visa, Mastercard. You may be able to spread your payments through a credit scheme, which we have arranged with an insurance premium finance provider. Rates and acceptance are subject to a credit check. We will give you full information about your payment options and the appropriate finance agreement when we discuss your insurance in detail.

Under the terms of our agreements with the insurance companies we use, we normally receive premiums you pay to us as an 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 interest on premiums held by us in the course of arranging and administering your insurance.

Our fees and charges for providing our services to you

We receive a commission from the insurer with whom we place your business. This is included in the premium you pay. In addition, we will charge you with the following fees to cover the administration of your insurance:

£27.50 for arranging a new policy or renewal, making changes to your policy midterm, processing cheques that are returned by our bank as un-cleared

£57.50 this fee is specific to the arrangement and servicing of convicted driver insurance

£10 for replacement or duplicate documents

Cancellations

You have a legal right to cancel your policy or credit agreement for any reason, subject to no claims having occurred, within 14 days of receiving the full terms and conditions. You will always be advised where this right applies.

If you wish to cancel a policy you must advise us prior to expiry of the 14 day cancellation period.

If a retail policy is cancelled during the 'Right to Cancel' period, we will charge an administration fee of £27.50, in addition to the premium charged by the insurer for the time they provided you cover.

If cancellation is outside of the 'Right to Cancel' period, you may be due a refund for part of your premium, which we will refund less our commission and less our £27.50 administration fee to cover our administration costs.

We will not refund amounts less than £5.00.

At times, we may arrange a policy on which we earn no commission and we may make additional charges specific to the arrangement and servicing of certain policies. In these cases, we will let you know how much administration fee we will charge before you take out the policy.

If you cancel a credit agreement you will need to repay any sums provided in full.

Optional extras of legal expenses, personal accident, home emergency assistance, key protection, substitute vehicle, excess protection and caravan breakdown are not refundable after the 14 days cooling off period.

Premium Finance Facilities and Service

We are authorised as a credit broker and use insurers and finance providers who will conduct a credit check. This will be recorded on your credit record. **Please contact us if you do NOT consent to a credit check being undertaken.** However this may affect our ability to offer instalment facilities to you.

In relation to the provision of credit, we only offer the facilities provided by insurers or finance providers from whom we may receive a commission. We will not offer you any advice on premium finance facilities available through us and you will need to decide yourself on the suitability of any credit agreement offered.

Please note: your policy cover will cease if you fail to keep up payments on an instalment agreement or premium finance facility related to it and your credit rating may be affected.

In entering into a credit agreement to pay your insurance premium, you give the finance provider the legal right to cancel your insurance policy on your behalf in the event that you default on the loan, and offset any refunded premium against the outstanding amount owed to them. This means that if you default on your payment terms and the finance provider requests that we cancel your policy, we will do so as your agent.

Conflict of interest

Lifesure does not hold, directly or indirectly, 10% or more of the voting rights or of the capital in any given insurance undertaking. Similarly, no insurance undertaking holds 10% or more of the voting rights of the capital in Lifesure Group Limited.

Your responsibility to provide information

You must take reasonable care to answer all questions honestly and to the best of your knowledge, and if you volunteer any other information, you must ensure that the information is not misleading.

If any information that you have provided to us changes before you take out your insurance, during the life of the policy or at renewal, you must inform us of the change. If you deliberately, recklessly or carelessly misrepresent any information in relation to this insurance then your policy may be cancelled without refund, or treated as if it never existed, or your claim rejected or not fully paid.

Complaints

Our aim is always to provide our customers with a first-class service; however we are aware that occasionally we may fail to meet our customers' expectations. If you wish to register a complaint, you can contact us as follows:

Complaints Department

3 Fenice Court, Phoenix Park

Eaton Socon, St Neots

Cambs

PE19 8EW

01480 272476

complaints@lifesure.co.uk

If we cannot resolve your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service for an independent assessment and opinion. Any referral must be made within 6 months following Lifesure Group Limited advising you that we cannot assist you further. The Ombudsman may be contacted at the following

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

0800 023 4567

complaint.info@financial-ombudsman.org.uk

financial-ombudsman.org.uk

If your complaint relates to a policy sold online or via email you can register the complaint using the European Online Dispute Resolution platform at:

<http://ec.europa.eu/consumers/odr/>

The Financial Services Compensation Scheme (FSCS):

We are covered by the Financial Services Compensation scheme (FSCS). Insurance advising and arranging is covered for 90% 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.

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