

## Terms of Business

**PLEASE ENSURE THAT YOU READ, SIGN, DATE AND RETURN THIS DOCUMENT. WE STRONGLY SUGGEST YOU KEEP A COPY OF THIS FOR YOUR RECORDS, A COPY CAN BE PROVIDED BY US UPON REQUEST. HOWEVER, IF YOU DO NOT SIGN THE AGREEMENT, DO NOT OBJECT TO THE TERMS AND CONDITIONS, AND CONTINUE TO TRADE WITH US, YOU WILL BE DEEMED TO HAVE ACCEPTED THE AGREEMENT.**

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#### The Financial Services Authority:

Versatile Insurance Professionals Ltd (also trading as Aaduki Multimedia Insurance) is authorised and regulated by the Financial Services Authority (FSA) our FSA Register number is 314301.

Our permitted business is advising, arranging, dealing as agent and assisting in the administration and performance of general insurance contracts. You may check this on the FSA's register by visiting the FSA website or by contacting the FSA on 0845 606 1234. The FSA website address is: [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register).

#### Our Service:

Our role is to advise you and make a suitable recommendation after we have assessed your needs. In situations where we are able to arrange insurance for you but do not offer advice, we shall confirm the position to you in writing. We will not in any circumstances act as an insurer nor can we ever guarantee or warrant the solvency of any insurer.

#### Types of Insurance:

We offer many different kinds of insurance with a variety of insurers. A full list of the insurers we have access to is available upon request.

#### Ownership:

Versatile Insurance Professionals Ltd is owned by Mr Raymond Colenutt with fifty shares paid up @ £1.00 each, Mr Darryl Probert with twenty five shares paid up @ £1.00 each and Mr Neil Wright with twenty five shares paid up @ £1.00 each.

#### Payment for our Services:

We normally receive commission from the insurers or product providers; however we may in addition impose a variable administration fee dependent upon the commission received and administration involved for handling your insurance. No charge will be applied however to an adjustment that is purely a change of address. Any refunds received by us on your behalf will be forwarded to you net of commission; any charges made will be fully disclosed to you.

#### Handling Clients Money and/or Insurer Money

We collect and hold money as agent of the insurance undertaking. Interest will not be paid to customers in respect of money held in our bank accounts.

#### Cancellation of Insurance:

You should make any request for the cancellation of a policy in writing and any relevant certificates or schedules should be returned to us or the insurer concerned. In the event of cancellation, charges for our services will apply in accordance with the tariff of fees stated above. The terms of your policy may allow insurers to retain the premium in full or to charge short-period premiums in the event of cancellation.

#### Conflict of Interests:

Occasions can arise where we, one of our clients or product providers will have a potential conflict of interest with business being transacted by you. If this happens and we become aware that a potential conflict exists, we will write to you and obtain consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

#### Confidentiality of Personal Data:

All personal information is treated by us as confidential and is processed in accordance with the relevant legislation. We will not use or disclose personal information without your consent, other than in the normal course of arranging and administering your insurances, except where we are compelled by law (including regulators or law enforcement agencies) to disclose such information. In such instances personal information held by us may be disclosed on a confidential basis, and in accordance with the Data Protection Act 1998, to such parties.

### Abusive Behaviour

We will not tolerate any abusive behaviour, whether verbal, physical or mental, threatened or otherwise, from our clients or their representatives. Any such behaviour will result in immediate cancellation of your insurance and a report being made to the appropriate law enforcement agency if sufficiently serious. Under such circumstances short period rates, in force at the time of the cancellation, will be used to calculate any refund of premium irrespective of whether you are within your first year of insurance with us or not.

### Your Responsibilities:

You are responsible for providing the complete and accurate information, which insurers require in connection with any proposal for insurance cover. This is particularly important before taking out a policy and at a renewal, but it also applies throughout the life of the policy. If you fail to disclose any material fact or other information material to the insurance this could invalidate the policy and mean that claims may not be paid. You should check all details on any proposal form or statement of fact and pay particular attention to any declaration you may be asked to sign.

You must satisfy yourself that the limit of indemnity offered under the insurance is adequate to cover any potential claim made against you now or in the future.

You should read thoroughly all insurance documents issued to you and ensure that you are aware of the cover, limits, terms and exclusions that apply. Particular attention should be paid to any warranties and conditions as failure to comply with them could invalidate your policy.

You should take note of the required procedures in the event of a claim, which will be stated in the policy documentation. Generally, insurers require immediate notifications of claims or circumstances that might lead to a claim. You should inform us immediately of any changes in circumstances that may affect the services provided by us or the cover provided by your policy. If you are unsure about any matter, please contact us for guidance.

### Claims Handling Arrangements:

We will employ due care and skill if we act on your behalf in respect of a claim.

### Complaints & Compensation:

We aim to offer a high level of customer service at all time. If however you are not satisfied, contact Ray Colenutt by telephone on 01837 658880 or in writing to the address shown. We do have in operation a full complaints procedure which is available upon request. If you are still not satisfied after speaking with Ray Colenutt you may be able to refer the matter to the Financial Ombudsman Service.

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of insurance, size of the business (if a commercial customer) and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS.

### Jurisdiction:

The Law of England and Wales will apply to this contract unless you are a resident of (or in the case of a business, the registered office or principal place of business is situated in), Scotland or Northern Ireland, in which case (in the absence of agreement to the contrary), the Law of that country will apply.

Signed: .....

Date: .....



**Aaduki Multimedia Insurance**  
Bridge House, Okehampton, Devon, EX20 1DL

Version (A)

Client Ref: