



# Versatile Insurance Professionals Limited

Bridge House, Okehampton, Devon, EX20 1DL

Tel: 01837 658955 Fax: 01837 658503



## Terms of Business

**PLEASE ENSURE THAT YOU KEEP THIS DOCUMENT. IF YOU CONTINUE TO TRADE WITH US, YOU WILL BE DEEMED TO HAVE ACCEPTED THIS AGREEMENT.**

### **The Financial Conduct Authority:**

Versatile Insurance Professionals Ltd (trading as Versatile Insurance, Aaduki Multimedia Insurance, Photo Insure, and Photomart Insurance) is authorised and regulated by the Financial Conduct Authority (FCA) our 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 FCA's register by visiting the FCA website [www.fca.gov.uk](http://www.fca.gov.uk).

### **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.

### **Premium Finance services:**

Where customers choose to pay their premium in instalments, we may use a scheme operated by their insurer or Premium Credit Ltd to provide finance and we may receive a commission for introducing customers to them.

### **Ownership:**

Versatile Insurance Professionals Ltd is a Private Limited Company and no Insurer owns any of our share capital. We do not own shares or have voting rights in any Insurer.

### **Payment for our Services:**

We normally receive commission from the insurers or product providers which we will declare to commercial clients on request; however we may in addition impose an administration fee for handling your insurance as follows:

New Business & Renewals Variable dependent upon commission received and administration involved.

### **Adjustments**

Change of postal address	Free of charge
Simple changes (less than 30 minutes office time)	£25.00
Complex changes (more than 30 minutes office time)	£45.00
Cancellations	£45.00
Duplicate documents	£5.00
Printing and posting, previously emailed documents	£5.00

### **Completion of insurance questionnaires**

A simple questionnaire is where all the information required can be copied from the policy schedule.	£25.00 for each simple questionnaire £50.00 for each complex questionnaire
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### **Evidence of cover**

Required same day as request	£25.00
Required next working day or later	Free of charge

### **Cancellation of Insurance:**

You should make any request for the cancellation of a policy in writing and any road traffic act certificates must be returned to us or the insurer concerned. In the event of cancellation a £45.00 charge will apply – if the return premium from the insurer is less than £45.00, you will not receive a refund. 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. There is no refund of any fees or legal expenses premiums should you cancel your policy before the end of the term.

**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. We may pass the money you pay us to another intermediary. We will only do this where it is a necessary part of the process of arranging cover for you. Where this includes intermediaries outside the UK the legal and regulatory regime may be different from that of the UK. In the event of the intermediary failing money may be treated differently than if it was held by an intermediary in the UK. You may notify us if you do not wish your money to be passed to a person in a particular jurisdiction.

**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.

**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.

**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.

**Claims Handling Arrangements:**

We will employ due care and skill if we act on your behalf in respect of a claim. In the event of a claim, in the first instance and at the earliest opportunity, please contact Versatile Insurance Professionals Ltd at Bridge House, Okehampton Devon EX20 1DL.

**Complaints & Compensation:**

We aim to offer a high level of customer service at all time. If however you are not satisfied, contact the Compliance Officer by telephone on 01837 658955 or in writing to the above address. We do have in operation a full complaints procedure which is available upon request. If you are still not satisfied with the response from our Compliance Officer 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.