

# BRIDGE INSURANCE BROKERS LTD

## TERMS OF BUSINESS AND INDEPENDENT INSURANCE BROKER STATUS

Please read this document carefully. It sets out the terms on which we agree to act for our Consumer Clients and contains details of our regulatory status and statutory responsibilities.

If you do not object to our terms and conditions and use or continue to use our services then you will be deemed to have accepted these terms of business.

### 1. Who are we?

Bridge Insurance Brokers Ltd of Cobac House, 14-16 Charlotte Street, Manchester M1 4FL is an independent insurance broker.

### 2. Who regulates us?

We are authorised and regulated by the Financial Conduct Authority (FCA) for arranging general insurance and for Consumer Credit activities. Our FCA registration number is 308815 and you can check this on the Financial Services Register at <https://register.fca.org.uk> or by contacting them on 0800 111 6768.

### 3. Whose products do we offer?

For Home Insurance we only offer a product from Royal & Sun Alliance Insurance plc.

### 4. Our Fees and Charges

The method of remuneration for our services to you is in the form of a proportion of the insurance contract premium paid by you and allowed by the insurer with whom the insurance is placed (known as the brokerage). Brokerage is earned for the policy period and We will be entitled to retain all fees and brokerage in respect of the full policy period in relation to policies placed by us.

We will inform you of the nature and basis of our remuneration.

Following any policy alteration or cancellation only return premiums in excess of £25.00 will be allowed. Where a return premium is allowed, the amount will be net of our brokerage commission.

### 5. Ways to pay your premium

Instalment facilities are normally available subject to status. Failure to meet the payment date(s) may lead to insurers cancelling your policy.

Otherwise we accept payment by credit or debit card.

We are regulated by the Financial Conduct Authority for Consumer Credit activities.

### 6. Looking after your money

Money we hold on your behalf will be kept in a Statutory Trust Bank Account under the FSA rules until it is passed to the insurer or returned to you. Some insurers appoint us as agents for receipt of money and where this applies, they specify the banking arrangements for their money. We will only use your money to pay insurers or other brokers for your insurance.

As an extra safeguard, where we receive a commission from the Insurer, we will only take this when we have paid them your premium. Any interest earned on Client Money held by will be retained by us for our own use.

### 7. Renewal premiums paid by instalments

In good time before the renewal date of your policy we will contact you regarding the premium and terms for the forthcoming period of insurance at which point we will seek your agreement to renewal. If you do not contact us before the renewal date where the premium is payable by continuing instalments the policy will automatically be renewed. If it is not your intention to renew the policy you must instruct us accordingly before renewal date and instruct your Bank to cancel the direct debit mandate.

## 8. Cancellation Arrangements – “cooling off period”

You have the right to cancel your policy within 14 days of receiving it.

If you exercise this right, then the Insurer will charge you only for the cover you have had (although there may be a small charge for the administration costs involved as well). Full details will be contained in the policy summary you will receive.

This right is in addition to any other cancellation right you may have after this 14 day period has expired.

You need to note also that our charges mentioned in clause 4 are separate from the Insurers and if the policy is cancelled at anytime, these will not be refunded.

## 9. Confidentiality

We are registered under the Data Protection Act 2018 and we undertake to comply with the Act in all our dealings with your personal information

## 10. What to do if you have a complaint?

First speak to whoever normally deals with your insurance. - We make every effort to maintain high standards of service but if we let you down we will try to put things right immediately.

If we cannot settle your complaint you may be entitled to take it to the Financial Ombudsman Service. This is in addition to your legal rights.

## 11. The Financial Service Compensation Scheme

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of insurance and the circumstances. You can find out more from the FSCS on 0207 892 7300 or visit their website at [www.fscs.org.uk](http://www.fscs.org.uk)

## 12. Important notice about Disclosure

It is your responsibility to provide complete and accurate information to Insurers when you take out Insurance, throughout the lifetime of the policy, at renewal and when making a claim. When you take out insurance the insurer will base the premium and cover on what you tell them. If you make incorrect, inaccurate or misleading statements, your claim will not be paid, your insurance will be invalid and you may lose the premium as well.

It is important that you fully disclose everything relevant to the insurance. If you do not, we will not be able to help you or act for you as your agent.

Insurers share information with each other about who has made a claim and who has been convicted of motoring convictions using databases for example CUE, MIAFTR & MID. We are obliged to make this information available to them, and these terms of business constitute your acceptance of this.

If you are in any doubt about what you need to disclose to the insurers, ask us now, we are here to help

## 13. Choice of Law

These terms of business shall be governed by English law and the jurisdiction of the English courts.

## 14. Other Taxes or Costs

Other taxes or costs, or both, may exist in relation to the products and services offered by us which are not paid through, or imposed by us