

BRIDGE INSURANCE BROKERS LTD - STONEGUARD

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 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 for arranging general insurance. Our FSA registration number is 308815 and you can check this on the Financial Services Register at <https://register.fca.org.uk> or by contacting the FCA on 0800 111 6768.

3 Our Services

We only offer a product from Royal & Sun Alliance Insurance plc designed to meet the normal demands and needs of persons owning or responsible for memorial stones.

We deal on behalf of Royal & Sun Alliance Insurance plc when dealing with and settling claims.

We will advise you should you have to deal directly with the insurer for ongoing administration.

4 Our Fees and Charges

We are paid by commission from the Insurer. We make an additional charge of £6 to cover our administration costs for renewal of a StoneGuard policy or when arranging a StoneGuard policy upon expiry of a StoneGuard 05 policy.

We will be entitled to retain all charges and brokerage in respect of the full policy period in relation to policies we arrange for you.

5 Ways to pay your premium

Your premium may be paid by debit card, credit card cheque or postal order.

6 Looking after your money

Money we hold on your behalf will be kept in a Trust account until it is passed to the insurer. We will only use your money to pay insurers for your insurance.

Any interest earned on money held by us will be retained by us for our own use.

7 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.

8 Confidentiality

We comply with the Data Protection Act 2018 and we undertake to comply with the Act in all our dealings with your personal information. Please refer to our Fair Processing Notice.

9 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 are unable to do so, you can register a complaint formally by writing to our appointed Compliance Officer or telephoning us on 0161 236 6969. If we cannot settle your complaint, you may be entitled to take it to the Financial Ombudsman Service.

This is in addition to your normal legal rights.

10 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

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 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 Law and Jurisdiction

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.