



CLIENT TERMS OF BUSINESS FOR ONLINE SALES

INFORMATION ABOUT US

Precision Crew Cover is a registered trading name of Precision Broking Limited. Precision Broking Limited of 59 Prince St, Bristol, Avon, BS1 4QH is an independent insurance intermediary registered in England & Wales.

Precision Broking Limited is authorised and regulated by the Financial Conduct Authority (FCA) to transact general insurance business. Our registered number is 502742.

Please read this document carefully. It sets out the terms on which we agree to act for you and contains details of our regulatory and statutory responsibilities. Please read it carefully and contact us immediately if there is anything which you do not understand. This document is effective from 01 April 2014.

We would particularly draw your attention to the following sections of these Terms of Business:

- Duty of Disclosure
- Premium Payment
- Cancellation
- Client Money Arrangements

OUR PRODUCTS AND SERVICES

We only offer a public liability insurance product from Capital Markets Underwriting Ltd insured 100% by R&Q S1991 Management Services Limited on behalf of Syndicate 1991 at Lloyd's acting through its managing agent R&Q Managing Agency Limited, and a personal accident and travel insurance from Accident & Health Underwriting.

We will provide you with information about each insurance product but will not give advice or make a personal recommendation. It is for you to decide how to proceed.

METHODS OF COMMUNICATION

Please note that we will normally communicate with you in connection with your policy renewal by e-mail and/or text message.

INSURER SECURITY

We will advise you of the insurers with whom we propose to place any insurance on your behalf. However, whilst we monitor the financial strength of the insurers with whom we place business it should be noted that the claims-paying ability of even the strongest insurers could be affected by adverse business conditions. We cannot therefore guarantee the solvency or continuing solvency of any insurer used. You should note that the financial position of an insurer can change after cover has inception.

A liability for the premium, whether in full or pro-rata, may arise under policies where a participating insurer becomes insolvent.

DUTY OF DISCLOSURE

You are responsible, on an ongoing basis, for providing us/or your insurers with all material facts relating to the insurance covers we arrange on your behalf. Material facts are those which are likely to affect the assessment and acceptance of risks being insured. Failure to provide full and accurate information may mean that your cover is invalid. If you are in any doubt as to what facts are considered to be material then you should disclose them to us or your insurers.

It is very important that information given on your online application and any claim form is correct. If a form or declaration is completed on your behalf, it is your responsibility to check that the answers given to all questions are true and complete.

REMUNERATION

Our remuneration for our services is normally in the form of commission or brokerage which is a percentage of the insurance premium paid by you and allowed by the insurer(s) with whom the insurance is placed; or a fee previously agreed with you.

Brokerage and fees are earned for the policy period and we will be entitled to retain fees and brokerage in respect of the full policy period in relation to policies placed by us.

In the event of mid-term adjustments we will be entitled to the same rate of brokerage.

In addition to client fees and/or brokerage payments we may also receive remuneration by way of:

- interest earned on insurance monies passing through our bank accounts
- expense allowances or commissions from insurers for managing and administering certain covers, binding authorities and other similar facilities
- profit commissions or profit shares paid by insurers on specific facilities and arrangements for a limited class of business
- administrative service fees which may be paid for limited specific services we provide to insurer(s) as part of the placing or claims process

We may sometimes also receive income from providers of premium financing facilities where, with your agreement, we have made such arrangements on your behalf.

We may sometimes also earn income for the provision of other services to you, which will be agreed with you on an individual basis.

You are advised to keep copies of any correspondence you send to us or direct to your insurers.

Precision Broking Ltd is authorised and regulated by the Financial Conduct Authority – Firm No. 502742. Registered in England and Wales. Company number 06906320. Registered office: 59 Prince Street, Bristol BS1 4QH T 0117 922 0420 F 0117 376 3766 www.precisionbroking.com



For each insurance policy, including any subsequent renewal, you have a right to request information regarding any remuneration that we have received as a result of placing your insurance business

CHARGES

Unless we tell you otherwise when you take out or renew a policy with us we make no charges in addition to the insurer's premium

In the event of a policy being cancelled mid term, and not replaced by another policy, we reserve the right to retain the commission earned on the original transaction.

PAYMENT BY INSTALMENTS

If you choose to pay by instalments your application for credit will be passed to Premium Credit Limited. In assessing your application they may search the public information that a credit reference agency holds about you. The credit reference agency will add details of the search and your application to their record about you whether or not your application proceeds. This and other information about you may be used to make credit decisions and undertake checks for the prevention and detection of money laundering.

PREMIUM PAYMENT TERMS

You must pay the total premium due at the time of purchase or renewal by credit card. We do not accept any other form of payment. Cover will not be in force unless and until the payment has been authorised.

We will not automatically renew your policy. However, we will contact you in good time before the expiry date so that you may renew your policy online.

HANDLING CLIENT AND INSURER MONEY

We hold all client money collected for onward transmission to insurers, return premiums and claims payments due to clients from insurers in a Client Bank Account under a Statutory Trust in accordance with FCA rules.

For the purpose of some transactions, please note that client money may pass through other authorised intermediaries before the insurer receives it.

Where we collect or hold money as agent of the insurer we may also hold that money in the same Client Bank Account.

Client money will be deposited with one or more approved banks, a list of which is available on request. Please notify us immediately if you do not wish us to use any bank or banks on this list.

Interest will not be paid to clients in respect of money held in client bank accounts.

CONFIDENTIALITY

All information provided by our clients is treated as confidential and only disclosed in the normal course of negotiating, arranging and administering your insurance. This may include disclosing information to agents and service providers such as loss adjusters and approved contractors.

With a few exceptions, for example information requested by a court, a regulatory body, or information which is already in the public domain, we will not release information to any other party without your consent.

We may also use the data we hold about you to provide you with information about other products and services which we feel are appropriate. You are requested to let us know if you do not want to receive this information.

We are registered under the Data Protection Act 1998 and undertake to comply with the Act in all our dealings with personal data.

CHANGES TO YOUR COVER

We will normally deal with any requests to increase or amend cover on the day your instructions are received, or the next working day if a weekend or public holiday. Sometimes changes cannot be processed without obtaining additional information. If additional information is required we will contact you as quickly as possible.

We will confirm changes to your policy, once agreed, in writing. We will also advise you of any extra premiums you must pay or premiums we must return to you.

RECEIPT OF INSTRUCTIONS

We do not consider instructions to arrange or change cover which are sent to us by post, electronic mail or facsimile, or left on answering equipment, to have been received until they reach the relevant personnel in our offices.

We do not accept responsibility for instructions which do not reach us at all due to failures in the postal, electronic or telecommunications systems.

DOCUMENTATION

Our aim is to produce documentation and issue correspondence in a clear and understandable format. In the event of any uncertainty we would ask you to let us know immediately. Our staff are always happy to clarify the cover provided.

You should check all policy documentation to ensure that the details are correct and the cover provided meets with your requirements. Any errors should be notified to us immediately.



All policies contain conditions and exclusions and some contain warranties and excesses. It is your responsibility to examine the document to familiarise yourself with these. A breach of a policy condition may result in non-payment of a claim and breach of a warranty may invalidate the cover if it not complied with precisely.

PUBLIC LIABILITY CLAIMS

You must notify the entity named below as soon as possible of a claim or circumstances which may give rise to a claim. You will be advised what you need to do to pursue your claim; you should note you will need to state all material facts concerning the claim.

Woodgate & Clark Claims Management Limited
The Red House
King Street
West Malling
Kent ME19 6QT

Phone: 01732 848077

Email: New.Claims@woodgate-clark.co.uk

Website: www.woodgate-clark.co.uk

If your claim involves damage to third party property or injury to persons please pass copies of all correspondence, including solicitors' letters, to the above entity immediately and unanswered. Any attempt to negotiate or respond to the incident without prior reference to your insurers or the above entity might prejudice your cover.

Your claim will be dealt with by the above entity under a delegated claims handling authority on behalf of your Insurer. In these circumstances, any payment would be made by the above entity and then recovered from the Insurer (to speed up the claims process).

You should be aware that a claim arising after renewal of the policy has been invited might affect the assessment and acceptance of renewal by your insurers.

We will provide you with every assistance in submitting a claim and seeking to obtain reimbursement. However in the event that an insurer becomes insolvent or delays making settlement we do not accept liability for any unpaid amounts.

PUBLIC LIABILITY COMPLAINTS

It is always our intention to provide a high standard of service. If our service falls below the standard our clients reasonably expect and they have cause for complaint, we endeavour to ensure that at the appropriate stage the matter is handled fairly and promptly by a suitably senior and independent member of staff.

If you wish to register a complaint then please contact:

The Compliance Manager, R&Q Managing Agency Limited
Lloyd's Syndicate 1991, 130 Fenchurch St, London, EC3M 5DJ

Email: syndicate1991@rqih.com

Tel: 020 7977 0876

In the event that you remain dissatisfied and wish to take the matter further you can do so at any time by referring to the Policyholder and Market Assistance Department at Lloyd's. The contact details are: -

Policyholder and Market Assistance Department
Lloyd's
One Lime Street
London EC3M 7HA

Tel: 020 7327 5693
Fax: 020 7327 5225

E-mail: complaints@lloyds.com

Complaints that cannot be resolved by the Policyholder and Market Assistance Department at Lloyd's may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process.

This complaint procedure is without prejudice to your right to take legal proceedings.

TRAVEL AND PERSONAL ACCIDENT CLAIMS

All claims under PART A (Personal Accident and Illness) and non-emergency claims under PART B (Travel) should be notified to the Claims Administrators: -

Accident & Health Claims Services LLP
7-8 Ducketts Wharf
South Street
Bishops Stortford
Hertfordshire

Precision Broking Ltd is authorised and regulated by the Financial Conduct Authority – Firm No. 502742. Registered in England and Wales. Company number 06906320. Registered office: 59 Prince Street, Bristol BS1 4QH T 0117 922 0420 F 0117 376 3766 www.precisionbroking.com



CM23 3AR

Tel: +44 (0) 1279 713 860
email: claims@ahclaimsservices.com

In the event of cancellation of a trip or a Legal Expenses claim, immediate notice must be given of any occurrence that may give rise to a claim.

Accident & Health Claims Services LLP have internal complaints handling procedures, which are available upon request.

All claims for in-patient medical treatment, repatriation or curtailment under PART B (Travel) should be notified to the emergency assistance company, CEGA Group Services: -

Tel: +44 (0) 1243 621525

Fax: +44 (0) 1243 773169

Email: assistance@cegagroup.com

TRAVEL AND PERSONAL ACCIDENT COMPLAINTS

Complaints Procedure

Any complaint should be addressed in the first instance to: -
Compliance Officer of the Agent shown in the Schedule

If you are not satisfied with the way that a complaint has been dealt with please contact: -

Compliance Officer
Ark Syndicate Management Ltd.
St Helen's
1 Undershaft
London EC3A 8EE

In the event that you remain dissatisfied and wish to take the matter further you can do so at any time by referring to the Policyholder and Market Assistance Department at Lloyd's. The contact details are: -

Policyholder and Market Assistance Department
Lloyd's
One Lime Street
London EC3M 7HA

Tel: 020 7327 5693
Fax: 020 7327 5225

E-mail: complaints@lloyds.com

Complaints that cannot be resolved by the Policyholder and Market Assistance Department at Lloyd's may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process.

This complaint procedure is without prejudice to your right to take legal proceedings.

CONFLICTS OF INTEREST

As independent insurance brokers we act as the agent of our client. We are subject to the law of agency which imposes certain duties on us. We also have proper regard for the interests of others, including the insurers for whom we also act.

Where we become aware of any actual or potential conflict of interest we will inform you of the situation, the options available to you and obtain your consent before we carry out your instructions.

COMPENSATION

Depending on the type of business and the circumstances, you may be entitled to compensation from the Financial Services Compensation Scheme ("FSCS") if we cannot meet our obligations to you. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Full details and further information on the Scheme are available from the FSCS.

TERMINATION OF AUTHORITY

You may terminate our authority to act on your behalf with 14 days' written notice or as otherwise agreed. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated unless otherwise agreed in writing. You will be liable to pay for any transactions or adjustments effective prior to termination and we will be entitled to retain any and all fees or brokerage payable in relation to policies placed by us prior to the date of termination.



CANCELLATION OF POLICIES

If you wish to cancel your policy you may be entitled to a refund of part of your premium as long as no claims have occurred during the time you have been on cover. The refund due may not necessarily be proportionate to the remaining period of cover.

When your policy ends or is cancelled, we will send you any documentation and information to which you are entitled on request.

LAW AND JURISDICTION

These terms of business shall be governed by and construed in accordance with English law. In relation to any legal action or proceedings arising out of or in connection with these terms of business we both irrevocably submit to the non-exclusive jurisdiction of the English courts.