

## Terms of Business

### Introduction

This terms of business comes into force on the date you receive it from us and will remain in force until you are provided with revised terms.

Quantum Underwriting Solutions PLC of Blythe Valley, Solihull, B90 8AG is an Appointed Representative of Insurance Acquisition Holdings Limited who are authorised and regulated by the Financial Services Authority. Their Firms Registration Number is 304383. We are permitted to arrange, advise on, deal as an agent of insurers and clients and assist in claims handling with respect to non-investment insurance policies. You can check this on the FSA register by visiting the FSA's website [www.fsa.gov.uk/register/](http://www.fsa.gov.uk/register/) or by contacting the FSA on 0845 6061234.

We will advise and make a recommendation for you after we have assessed your needs. This will include the type of cover you seek together with the costs.

We only offer products from Chubb Insurance Company of Europe SA.

### Remuneration

In the normal course of our business we receive income as follows:

- Commission paid to us by insurance companies with whom we place business.

We reserve the right to make charges, details of which will be provided to you in writing before conclusion of the contract.

### Settlement terms

We will be responsible for issuing invoices for all new and renewal premiums and mid-term alterations as soon as practicable after inception or renewal of your policy.

You will be responsible for paying promptly all of our invoices for premiums to enable us to make the necessary payments to insurers.

For the avoidance of doubt, we have no obligation to fund any premiums on your behalf.

We also have no responsibility for any loss that you may suffer as a result of insurers cancelling the policy or taking any other prejudicial steps as a result of the late payment of such sums if such delay is attributable to you.

In certain circumstances, insurers may impose a specific premium term, whereby they require payment of premium by a certain date. We must stress that breach of that term will entitle insurers to void the policy from inception of cover. You agree that the settlement of premiums in good time is your responsibility.

We accept payment by cheque, debit card or credit card or by insurer administered direct debit facilities.

We do not handle client money.

### Disclosure

It is your responsibility to provide complete and accurate information to insurers when you take out your insurance policy and when you renew your insurance.

It is important that you ensure that all statements you make on the proposal form, claims forms and any other documentation are full and accurate.

Please note that if you fail to disclose any material information or change of circumstances to your insurers, this could invalidate your insurance cover and could mean that part or all of a claim may not be paid.

We strongly recommend that the information provided is checked thoroughly prior to submission and that you keep a record of all correspondence in relation to the arrangement of your insurance cover.

### Cancellation Rights

You may have a statutory right to cancel this policy within a short period. Please refer to your Policy Summary or your Policy Document for further details. If you cancel you will receive a pro rata refund of premium from the insurer. Insurers are also entitled to make an administration charge.

If you wish to cancel outside this period you may not receive a pro rata refund.

### Protecting Your Information

All personal information about you will be treated as private and confidential (even when you are no longer a customer), except when the disclosure is made at your request or with your consent in relation to administering your insurance, and except when law requires us.

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Some or all of the information that you supply to us in connection with your insurance proposal may be passed to insurance and other companies for underwriting, claims and premium collection purposes. Your data will be held in connection with the Data Protection Act 1988, under which you may have the right of access to see personal information about you that is held in our records, whether electronically or manually. If you have any queries, please write to James Wasdell at the above address.

### Claims

Please refer to your policy summary or your policy document if you need to notify a claim. You should contact the Insurer direct as soon as possible using the contact details provided. If in doubt about whom you should contact, please contact us on 0870 402 1900.

### Quotes

When we supply you with a quotation we will confirm how long this will be valid for on the terms we have quoted, give you a written quotation including all the information you need to make an informed decision and give you a summary of the policy coverage.

### Complaints

We take all complaints seriously. If you wish to register a complaint then please contact The Head of Private Clients, either:

In writing to: Blythe Valley, Solihull, B90 8AG or by telephone on 0870 402 1900.

We will acknowledge your complaint in writing and tell you how we will handle it.

A copy of the complaints procedure is available upon request.

If we are unable to settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. You can contact the Financial Ombudsman Service by telephone on 0845 080 1800 and further information is available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

If you decide to refer any matter to the Financial Services Ombudsman your legal rights will not be affected.

### Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder 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.

Further information about compensation scheme arrangements is available from the FSCS on 0207 892 7300 or by visiting [www.fscs.org.uk](http://www.fscs.org.uk).

### Termination

You or we may terminate our authority to act on your behalf at any time without notice period or penalty. Notice of termination must be given in writing and will be without prejudice to the completion of any transactions already initiated.

Any business currently in progress will be completed unless we receive your instructions to the contrary.

Any fees outstanding at the date of termination will be due within four weeks of the termination date.

### Governing law

These terms of business shall be governed by and construed in accordance with, the Laws of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales.