

TERMS OF BUSINESS AGREEMENT

This document details our service and our arrangements for dealing with your insurance. Please read it carefully and retain a copy for your records. The English language will be used for all communications, the contractual terms and conditions, and any information we are required to supply to you, before and during the duration of the contract and this agreement shall be subject to English Law.

The Financial Conduct Authority

The Financial Conduct Authority is the independent watchdog that regulates financial services. Magnet Insurance Services Ltd. is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 489228 and you can check our status at www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768. Our permitted business includes advising, arranging, dealing in and assisting with the placing and administration of all types of General Insurance policies.

Confidentiality and Data Protection

We will treat all your personal information as private and confidential to us and anyone else involved in the normal course of arranging and administering your insurance, even when you are no longer a customer. We will not give anyone else any personal information except on your instructions or authority, or where we are required to do so by law, or by our regulatory requirements. We may use details we hold about you to provide information about other products and services we feel may be appropriate. If you do not wish to receive this information, please let us know.

Under the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) you have the right to see personal information about you that we hold in our records. If you have any queries, please write to us at our usual office address. Our full Privacy Policy can be found at: www.magnetinsurance.co.uk/home/docs/privacy.pdf

Our Service

We are an independent insurance intermediary, who acts on our customers' behalf in arranging insurance. We will **not** provide you with any advice on the purchase or make a recommendation of policies, and customers should make their own decision regarding the suitability of products offered.

Whose products we offer

We only offer products from a single insurer, Ansvar Insurance Limited for Model Railway Clubroom, Exhibition and Collection Insurance.

The service we will provide you with

In respect of all policies purchased you will not receive advice or a recommendation from us and you will then need to make your own choice about how to proceed. Guidance on the circumstances in which any policy is likely to meet customer's needs, will be confirmed in a demands & needs statement with the quotation.

INFORMATION FOR COMMERCIAL CUSTOMERS ONLY

Prior to the conclusion of each insurance contract, or upon renewal, we will remind commercial policyholders of their right to be advised of the level of commission which we receive from underwriters. You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business.

Commercial Customers' Duty to Give Information

It is your responsibility to provide complete and accurate information to insurers when you take out your insurance policy, throughout the life of your policy, and when you renew your insurance. It is important that you ensure that all statements you make on proposal forms, statements of fact, claim forms and other documents are full and accurate.

Please note that if you fail to disclose any information or change in circumstances to your insurers which could influence the cost, or their decision to accept your insurance, this could invalidate your insurance cover, and could mean that part or all of a claim may be not be paid.

Information on how we treat Payments You make to Us

Under the terms of our agreements with the Insurance companies with whom we place business, we receive premiums you pay to us as Agent of the Insurer. We do not pay any interest on premiums held by us in the course of arranging and administering your insurance.

Reporting Claims

All incidents which could lead to a claim must be reported as soon as practicable to Magnet Insurance Services Ltd.

What you will pay for our services

We usually receive a commission from the insurer with whom we place your business and, in addition, we normally make the following charges to cover the administration of your insurance:

- Cancellations within the 'Right to Cancel' Period: £10.00
- Mid-Terms Cancellations are refunded NET of commission
- Mid-Term Adjustments: £10.00

The details of any additional charges will be advised to you before you take out the policy. **The specific charge and purpose of any additional charges will always be advised to you in advance.**

What to do if you have a complaint

Our aim is to provide a first class service, however, if you wish to register a complaint, please contact us **by writing** to: The Managing Director, Magnet Insurance Services Ltd, Newark Beacon, Cafferata Way, Newark, NG24 2TN or **by phone** Tel 01636 858249 or **by email** info@magnetinsurance.co.uk

We will provide you with a copy of our full complaints procedure and respond to you promptly. We will keep you informed of the progress of your complaint and aim to make a final response to you within 8 weeks, or keep you informed as to why this is not possible. In the event that your complaint relates to activities or services provided by another party, we will ensure that your complaint is appropriately forwarded in writing, and will track the progress of the complaint and responses of that party. After our final response has been issued, if you still cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service, for an independent assessment and opinion.

The FOS Consumer Helpline is on **0845 080 1800** and their address is: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS is the UK's statutory fund of last resort for customers of authorised financial services firms, like ourselves. The FSCS can pay compensation if an authorised firm is unable or likely to be unable to pay claims against it, usually because it has gone out of business or is insolvent. Insurance advising and arranging is covered for 90% of the claim, without an upper limit. For compulsory insurances (for example, motor insurance and employers' liability insurance), insurance advising and arranging is covered for 100% of the claim, without an upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Payment Options

We normally accept payment by credit or debit card, bank transfer or cheque. You may be able to spread your payments through an instalment scheme, which we have arranged with an established insurance premium finance provider, however acceptance may be subject to a credit check. We will give you full information about your payment options and the appropriate finance agreement should you wish to discuss this in detail.

Please note: Your policy cover will cease if you fail to keep up the payments on an instalment agreement or premium finance facility related to it and your credit rating may be affected.